



GEORGIA DEPARTMENT
OF COMMUNITY HEALTH

PeachCare for Kids® Program

Child Survey

CAHPS® 5.0 Report

July 2014



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Ann Arbor, MI 48108

Using This Report	1
Executive Summary	3
Trend Analysis	7
Correlation Analysis	9
Priority Matrices	15
Ratings	16
Composites	17
Overall Ratings	24
Rating of all health care	
Rating of personal doctor	
Rating of specialist seen most often	
Rating of program	
Standard Composites	25
Getting Needed Care	26
Getting Care Quickly	27
How Well Doctors Communicate	28
Customer Service	29
Shared Decision Making	30
Single Item Measures	31
Doctor talked about specific things to prevent illness in child	
Doctor usually or always explained things in a way that was easy for child to understand	
Child's personal doctor talked with you about how child is feeling, growing, or behaving	
Personal doctor usually or always seemed informed about care child got from other providers	
Forms from child's health plan were usually or always easy to fill out	
Excellent or very good rating of child's overall health	
Excellent or very good rating of child's overall mental or emotional health	
Child had a flu shot or flu spray in the nose since July 1, 2013	
Responses by Question	32
Appendices	
Appendix A: Methodology	53
Appendix B: Sample Disposition	56
Appendix C: Sample Questionnaire	

Results from the CAHPS® 5.0 Survey of the parent/caretaker members of the PeachCare for Kids® Program provide a comprehensive tool for assessing consumers' experiences with the Medicaid program. DataStat, Inc. conducted the survey on behalf of the Georgia Department of Community Health (DCH). The instrument selected for the survey was the CAHPS® 5.0H Child Survey. The survey instrument consists of forty-eight questions addressing areas such as getting care quickly, how well doctors communicate, global ratings of health care, access to specialized services and coordination of care. A set of questions collecting demographic data completes the survey.

This report is designed to allow DCH to identify key opportunities for improving members' experiences. Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed as the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, a member response of "Usually" or "Always" to the question "How often did you get care as soon as you needed?" is considered an achievement, and the achievement score for this question is equal to the proportion of respondents who answered the question with "Usually" or "Always". Because achievement scores for survey questions are computed as the proportion of members who indicate a positive experience, the lower the achievement score, the greater the need for improvement.

Achievement scores are computed and reported for all pertinent survey items. In addition, composite scores are built from achievements for groups of survey items that make up broad domains of members' experience: getting needed care, getting care quickly, how well doctors communicate, customer service and shared decision making.

The CAHPS® survey results are presented here in a format that is optimized for use in practical decision-making. Specifically, these reports can:

1. Assist DCH in identifying strengths and weaknesses in their quality of care and services.
2. Provide DCH with a way to assess where resources can best be allocated to improve weaknesses.
3. Show DCH the effects of their efforts to improve over time.

In the *Graphs* section of the report, composite scores and the achievement scores for their component questionnaire items are presented in the form of bar charts to facilitate comparison of scores. The question text in the CAHPS® survey instrument uses the term health plan throughout the survey. In this report the term 'health plan' will refer to the PeachCare for Kids® services for children.

Correlations with overall Medicaid program satisfaction are computed for each composite score and each achievement score of the composite's individual questionnaire items. In the *Priority Matrices* section of the report, these correlations are plotted against the achievement scores to help isolate specific areas where improvement efforts might have the greatest chance of increasing overall satisfaction among members.

In the *Correlation Analysis* section of the report, correlations are presented between the composite questions and all four ratings questions. This provides a clear picture of how the composite items correlate to all general rating questions, and where improvements could help increase not only overall satisfaction with the program, but member satisfaction with doctors, specialists and care.

Statistical significance tests were run comparing PeachCare for Kids® current year scores with the 2013 PeachCare for Kids® scores. Comparisons between 2014 and 2013 are presented in the *Executive Summary*, *Trend Analysis*, *Graphs*, and the *Responses by Question* sections of the report.

Conclusions based on the information presented in this report should be tempered by a few caveats. First, for some survey items, relatively small numbers of responses could be collected due to skip patterns inherent in the instrument. Conclusions based on analysis of fewer than 30 observations should be

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viewed with caution. Second, in some of the data presentations included in this report, correlation coefficients are computed to explore the relationship between different measures. High correlations, however, do not necessarily indicate causation.

The Consumer Assessment of Healthcare Providers and Systems survey (CAHPS 5.0) is the most comprehensive tool available for assessing consumers' experiences with their state Medicaid programs. CAHPS 5.0 provides consumers, purchasers, health plans and state Medicaid programs with information about a broad range of key consumer issues.

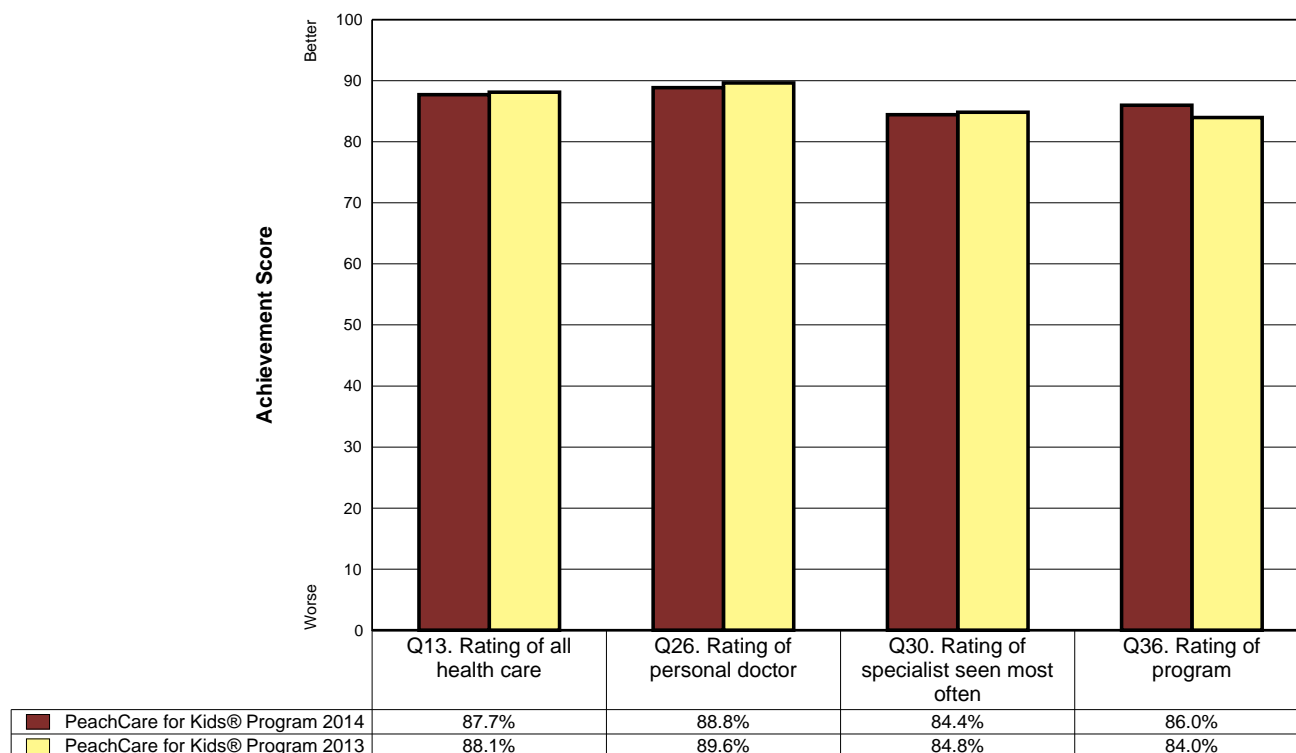
This report summarizes the findings of a child survey conducted for the PeachCare for Kids® Program. Attempts were made to survey 1,650 member households by mail and telephone during the period from March 17, 2014 through May 27, 2014, using a standardized survey procedure and questionnaire. The response rate, defined as the number of completed surveys divided by the number of eligible enrollees, was 40.1% (see Appendix B for response rate analysis).

Both the survey procedure and the questionnaire were developed jointly by the Agency for HealthCare Research and Quality (AHRQ) and NCQA, the National Committee for Quality Assurance. NCQA is an independent not-for-profit organization dedicated to measuring the quality of America's health care.

SUMMARY OF OVERALL RATING QUESTIONS

Response options for overall rating questions range from 0 (worst) to 10 (best). In the table below, ratings of 8, 9, or 10 are considered achievements, and the achievement score is presented as a proportion of members whose response was an achievement. Ratings are presented for 2014 and 2013 for the PeachCare for Kids® services for children. Statistical testing is between PeachCare for Kids® Program 2014 and 2013, with an arrow above the PeachCare for Kids® Program 2013 score bar if applicable.

Overall Rating Questions



% of respondents reporting ratings of 8, 9 or 10

↕ Statistically significantly higher/lower than PeachCare for Kids® Program 2014

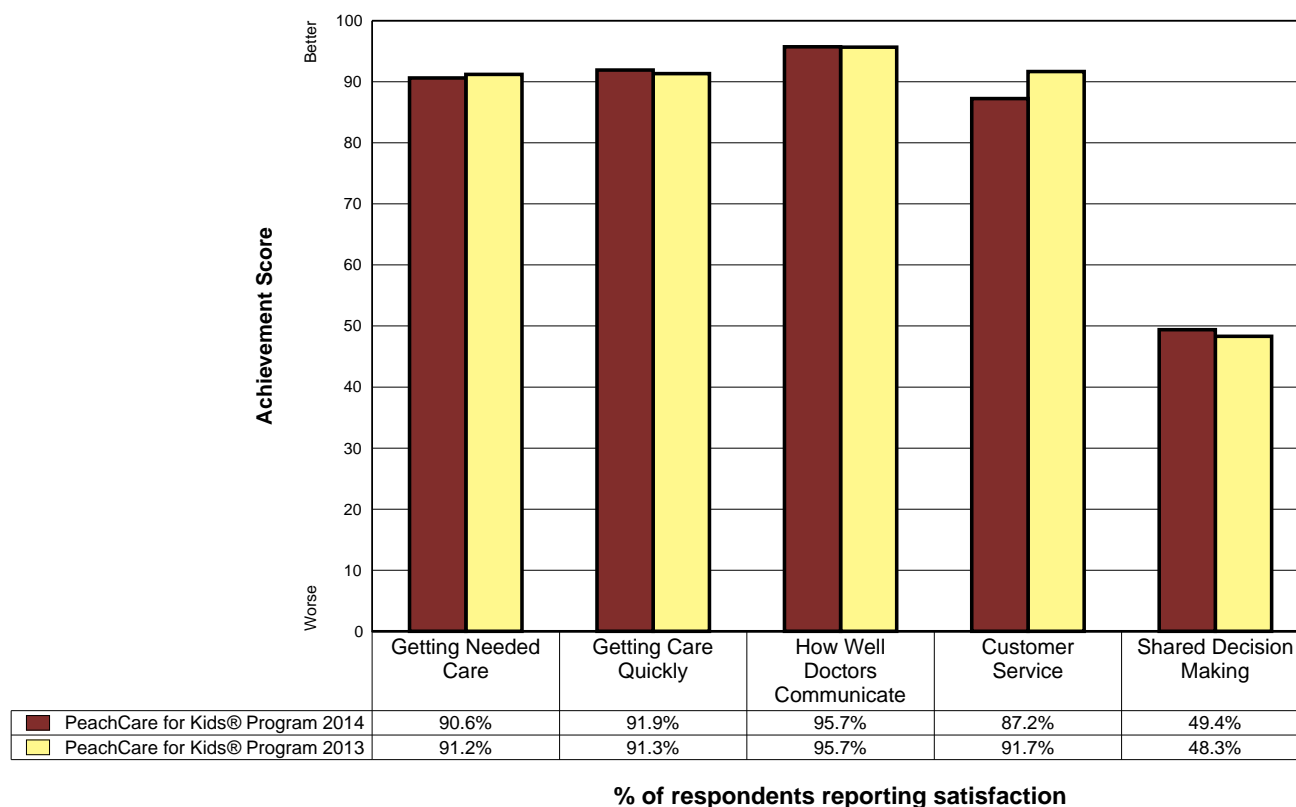
SUMMARY OF COMPOSITES

For each of five domains of member experience: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Customer Service, and Shared Decision Making, a composite score is calculated. The composite scores are intended to give a summary assessment of how the services for children under the PeachCare for Kids® Program performed across the domain.

Composite scores are presented for PeachCare for Kids® services for children for 2014 and 2013. Statistical testing is between PeachCare for Kids® Program 2014 and 2013, with an arrow above the PeachCare for Kids® Program 2013 score bar if applicable.

In this table, proportions of positive responses are reported as achievement scores (see Appendix A for definition of achievement scores). For the Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate and Customer Service composites, responses of "Usually" or "Always" are considered achievements. Responses of "A Lot" or "Yes" are considered achievements for the Shared Decision Making composite.

Composites



↕ Statistically significantly higher/lower than PeachCare for Kids® Program 2014

Parent/Respondent Profile

Questionnaire response data was used to provide a demographic snapshot of age, gender and education for the parent/proxy respondents. Parent/proxy race/ethnicity is not collected in the child survey. The child's race/ethnicity is collected and presented in the profile. The total of all categories for the child's ethnicity is more than 100% because the data is from a combination of the data collected for Q41 and Q42 which allows respondents to choose multiple ethnicities.

Demographic Characteristics

<i>Parent/Respondent Age (years)</i>	PCK® 2014	PCK® 2013
Under 24	6.7%	5.3%
25 to 34	26.8%	30.0%
35 to 44	44.0%	46.5%
45 to 54	19.4%	17.0%
55 to 64	3.6%	2.7%
65 to 74	0.7%	0.8%
75 or older	0.3%	0.3%

<i>Parent/Respondent Gender</i>	PCK® 2014	PCK® 2013
Male	13.4%	12.8%
Female	86.6%	87.2%

<i>Highest grade or level of school completed</i>	PCK® 2014	PCK® 2013
8th grade or less	9.2%	5.6%
Some high school, but did not graduate	8.2%	7.8%
High school graduate or GED	27.0%	28.0%
Some college or 2-year college	35.9%	40.5%
4-year college graduate	12.3%	11.1%
More than 4-year college degree	7.4%	6.9%

<i>Child Ethnicity</i>	PCK® 2014	PCK® 2013
White	52.5%	54.9%
Black or African American	31.5%	26.4%
Asian	8.0%	5.9%
American Indian or Alaska Native	1.7%	1.3%
Hispanic or Latino	25.1%	20.6%
Native Hawaiian or Other Pacific Islander	0.3%	0.6%
Other	12.7%	9.9%

Items Most Highly Correlated with Satisfaction

Overall satisfaction with the Medicaid Program is based on Q36, which asks respondents to rate their experience with their health plan, using a 0-10 scale, from "Worst health plan possible" to "Best health plan possible".

The following table displays the ten questions most highly correlated with PeachCare for Kids® enrollee satisfaction, in rank order of the correlation coefficient, highest to lowest. For each question, the table displays the PeachCare for Kids® child achievement score, and the correlation with overall satisfaction with the services for children under the PeachCare for Kids® Program. Achievement scores are considered "high" when the score is 80% or higher. Achievement scores less than 80% on the following questions represent opportunities for improvement activities. (See Appendix A for definitions of correlation and achievement scores.)

Question	PCK® Achievement Score	Correlation w/ satisfaction
Q33. Customer service usually or always treated you with courtesy and respect	92.1	0.41
Q32. Customer service usually or always gave help you needed	82.3	0.39
Q28. Usually or always got appointments with specialists as soon as child needed	80.5	0.36
Q14. Usually or always easy to get the care, tests or treatment child needed	92.7	0.34
Q35. Forms from child's health plan were usually or always easy to fill out	94.6	0.23
Q18. Personal doctor usually or always listened carefully to you	96.6	0.21
Q22. Personal doctor usually or always spent enough time with child	92.8	0.21
Q23. Child's personal doctor talked with you about how child is feeling, growing, or behaving	86.1	0.21
Q25. Personal doctor usually or always seemed informed about care child got from other providers	81.8	0.21
Q12. When talking about starting or stopping a prescription, doctor asked what you thought was best for child	71.8	0.18

Trend Analysis - Higher Scores - 2014 vs. 2013

Improvements in PeachCare for Kids® services for children scores are shown below. Scores are presented in order of greatest change first.

HIGHER SCORES - STATISTICALLY SIGNIFICANT

These questions had **statistically significantly higher scores** in 2014 as compared to the 2013 PeachCare for Kids® Program scores. Significance tests were run when the number of cases used to compute each score was 30 or greater.

(No questions for PeachCare for Kids® services for children had statistically significantly higher scores compared to last year.)

HIGHER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas indicating improvement for PeachCare for Kids® services for children follow. Achievement scores for these questions are higher than last year, but the change is **not statistically significant**.

Question	PCK® 2014 Score	PCK® 2013 Score	% Point Change	Composite Group
Q12. When talking about starting or stopping a prescription, doctor asked what you thought was best for child	71.8%	65.5%	+6.3	Shared Decision Making
Q25. Personal doctor usually or always seemed informed about care child got from other providers	81.8%	79.5%	+2.3	Single Items
Q36. Rating of program	86.0%	84.0%	+2.0	Ratings
Q23. Child's personal doctor talked with you about how child is feeling, growing, or behaving	86.1%	84.6%	+1.6	Single Items
Q37. Excellent or very good rating of child's overall health	81.4%	80.0%	+1.4	Single Items
Q6. Usually or always got appt. for routine care as soon as child needed	91.6%	90.3%	+1.3	Getting Care Quickly
Q22. Personal doctor usually or always spent enough time with child	92.8%	92.0%	+0.9	Communication
Q19. Personal doctor usually or always showed respect for what you had to say	97.9%	97.6%	+0.3	Communication
Q11. Doctor talked a lot about reasons you might not want child to take a medicine	24.1%	24.0%	+0.1	Shared Decision Making

Trend Analysis - Lower Scores - 2014 vs. 2013

Scores for PeachCare for Kids® services for children that have not improved over last period are presented below in order of greatest change first.

LOWER SCORES - STATISTICALLY SIGNIFICANT

These questions had **statistically significantly lower scores** in 2014 as compared to the 2013 PeachCare for Kids® Program scores. Significance tests were run when the number of cases used to compute each score was 30 or greater.

Question	PCK® 2014 Score	PCK® 2013 Score	% Point Change	Composite Group
Q33. Customer service usually or always treated you with courtesy and respect	92.1%	96.8%	-4.7	Customer Service

LOWER SCORES - NOT STATISTICALLY SIGNIFICANT

Other areas indicating a lack of improvement for PeachCare for Kids® services for children follow. Scores for these questions were lower than last period, but the change is **not statistically significant**.

Question	PCK® 2014 Score	PCK® 2013 Score	% Point Change	Composite Group
Q32. Customer service usually or always gave help you needed	82.3%	86.4%	-4.1	Customer Service
Q38. Excellent or very good rating of child's overall mental or emotional health	81.4%	83.8%	-2.4	Single Items
Q4. Usually or always got urgent care as soon as child needed	92.6%	94.4%	-1.8	Getting Care Quickly
Q28. Usually or always got appointments with specialists as soon as child needed	80.5%	81.9%	-1.4	Getting Needed Care
Q8. Doctor talked about specific things to prevent illness in child	65.6%	67.0%	-1.4	Single Items
Q10. Doctor talked a lot about reasons you might want child to take a medicine	54.1%	55.2%	-1.0	Shared Decision Making
Q26. Rating of personal doctor	88.8%	89.6%	-0.8	Ratings
Q35. Forms from child's health plan were usually or always easy to fill out	94.6%	95.4%	-0.7	Single Items
Q17. Personal doctor usually or always explained things in a way that was easy to understand	95.8%	96.4%	-0.6	Communication
Q30. Rating of specialist seen most often	84.4%	84.8%	-0.4	Ratings
Q13. Rating of all health care	87.7%	88.1%	-0.4	Ratings
Q18. Personal doctor usually or always listened carefully to you	96.6%	96.9%	-0.3	Communication
Q14. Usually or always easy to get the care, tests or treatment child needed	92.7%	93.0%	-0.3	Getting Needed Care

Correlation Analysis

Ratings and composite scores are key summary results of CAHPS surveys used to assess program performance. They provide an overall picture of what members think of the program, their doctors, their care, and how well they are being served by the program and its providers. A correlation analysis allows the program to delve into the relationship between the ratings and composite items. (See Appendix A for definitions of correlation and achievement scores.)

The first page of the correlation analysis, the correlation summary, displays for each rating the top ten composite items most highly correlated with that rating, in rank order, highest to lowest. Each item is labeled with its question number in the instrument, its achievement score, the correlation of that item to the rating, and the name of the composite to which it belongs.

Using this table, DCH can see how the rank order of each item changes from one rating to another. For example, factors most important to enrollees when rating their personal doctor may be different than for the specialist. DCH can also see where composite items cluster, which can be useful in planning for future quality improvement efforts or to assess the status of current programs. For example, achieving greater shared decision-making may be a key piece of a program's model of care; the table can be used to see where the shared decision-making items rank in terms of importance for each rating.

Following the summary are breakouts by rating, showing the ranked items, their achievement scores, and the distribution of member responses across the response categories. In this presentation, response categories are characterized as positive or negative. Positive responses are 'Always', 'A lot', or 'Yes', followed by 'Some' or 'Usually'. Negative responses are 'A Little' or 'Sometimes' and 'Not at All', 'Never', or 'No'. For most, but not all, question items, achievement scores are comprised of the top two response categories; for the Shared Decision-Making composite items, the achievement score is based only on the top-most response options, 'A Lot' or 'Yes'.

The breakout tables can be used to identify items with a high correlation and low achievement scores, and to see how enrollees' responses are grouped across response options.

Together, the correlation summary and breakout tables are useful tools to help programs make informed choices about quality improvement efforts.

Correlation Summary

Corr. Rank	Rating of all health care			Rating of personal doctor			Rating of specialist seen most often			Rating of program		
	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation	Question	Score	Correlation
1	Q28 Getting Needed Care	80%	0.52	Q22 Communication	93%	0.52	Q14 Getting Needed Care	93%	0.43	Q33 Customer Service	92%	0.41
2	Q22 Communication	93%	0.43	Q18 Communication	97%	0.46	Q28 Getting Needed Care	80%	0.30	Q32 Customer Service	82%	0.39
3	Q6 Getting Care Quickly	92%	0.39	Q17 Communication	96%	0.43	Q11 Shared Decision Making	24%	0.23	Q28 Getting Needed Care	80%	0.36
4	Q14 Getting Needed Care	93%	0.38	Q19 Communication	98%	0.42	Q6 Getting Care Quickly	92%	0.19	Q14 Getting Needed Care	93%	0.34
5	Q18 Communication	97%	0.36	Q6 Getting Care Quickly	92%	0.34	Q4 Getting Care Quickly	93%	0.17	Q18 Communication	97%	0.21
6	Q17 Communication	96%	0.35	Q14 Getting Needed Care	93%	0.32	Q18 Communication	97%	0.11	Q22 Communication	93%	0.21
7	Q19 Communication	98%	0.35	Q10 Shared Decision Making	54%	0.26	Q19 Communication	98%	0.03	Q12 Shared Decision Making	72%	0.18
8	Q4 Getting Care Quickly	93%	0.29	Q28 Getting Needed Care	80%	0.25	Q12 Shared Decision Making	72%	0.01	Q4 Getting Care Quickly	93%	0.15
9	Q12 Shared Decision Making	72%	0.18	Q12 Shared Decision Making	72%	0.21	Q17 Communication	96%	0.01	Q6 Getting Care Quickly	92%	0.15
10	Q10 Shared Decision Making	54%	0.17	Q4 Getting Care Quickly	93%	0.14	Q10 Shared Decision Making	54%	0.00	Q19 Communication	98%	0.13

Rating of all health care

Corr. Rank	Question	Correlation w/ Rating of all health care	Achievement Score	Positive Responses		Negative Responses	
				A Lot / Always / Yes	Some / Usually	A Little / Sometimes	Not at all / Never / No
1	Q28. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?	0.52	80%	59%	22%	15%	5%
2	Q22. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.43	93%	72%	20%	7%	0%
3	Q6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?	0.39	92%	74%	17%	7%	2%
4	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.38	93%	76%	17%	5%	2%
5	Q18. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.36	97%	86%	11%	3%	0%
6	Q17. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?	0.35	96%	81%	15%	4%	1%
7	Q19. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.35	98%	89%	9%	2%	0%
8	Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?	0.29	93%	85%	7%	7%	0%
9	Q12. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?	0.18	72%	72%	(na)	(na)	28%
10	Q10. When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want your child to take a medicine?	0.17	54%	54%	39%	6%	1%

Rating of personal doctor

Corr. Rank	Question	Correlation w/ Rating of personal doctor	Achievement Score	Positive Responses		Negative Responses	
				A Lot / Always / Yes	Some / Usually	A Little / Sometimes	Not at all / Never / No
1	Q22. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.52	93%	72%	20%	7%	0%
2	Q18. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.46	97%	86%	11%	3%	0%
3	Q17. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?	0.43	96%	81%	15%	4%	1%
4	Q19. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.42	98%	89%	9%	2%	0%
5	Q6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?	0.34	92%	74%	17%	7%	2%
6	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.32	93%	76%	17%	5%	2%
7	Q10. When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want your child to take a medicine?	0.26	54%	54%	39%	6%	1%
8	Q28. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?	0.25	80%	59%	22%	15%	5%
9	Q12. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?	0.21	72%	72%	(na)	(na)	28%
10	Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?	0.14	93%	85%	7%	7%	0%

Rating of specialist seen most often

Corr. Rank	Question	Correlation w/ Rating of specialist seen most often	Achievement Score	Positive Responses		Negative Responses	
				A Lot / Always / Yes	Some / Usually	A Little / Sometimes	Not at all / Never / No
1	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.43	93%	76%	17%	5%	2%
2	Q28. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?	0.30	80%	59%	22%	15%	5%
3	Q11. When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might not want your child to take a medicine?	0.23	24%	24%	34%	19%	23%
4	Q6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?	0.19	92%	74%	17%	7%	2%
5	Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?	0.17	93%	85%	7%	7%	0%
6	Q18. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.11	97%	86%	11%	3%	0%
7	Q19. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.03	98%	89%	9%	2%	0%
8	Q12. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?	0.01	72%	72%	(na)	(na)	28%
9	Q17. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?	0.01	96%	81%	15%	4%	1%
10	Q10. When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want your child to take a medicine?	0.00	54%	54%	39%	6%	1%

Rating of program

Corr. Rank	Question	Correlation w/ Rating of program	Achievement Score	Positive Responses		Negative Responses	
				Always / Yes	Usually	Sometimes	Never / No
1	Q33. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?	0.41	92%	78%	14%	6%	2%
2	Q32. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?	0.39	82%	58%	24%	13%	5%
3	Q28. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?	0.36	80%	59%	22%	15%	5%
4	Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?	0.34	93%	76%	17%	5%	2%
5	Q18. In the last 6 months, how often did your child's personal doctor listen carefully to you?	0.21	97%	86%	11%	3%	0%
6	Q22. In the last 6 months, how often did your child's personal doctor spend enough time with your child?	0.21	93%	72%	20%	7%	0%
7	Q12. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?	0.18	72%	72%	(na)	(na)	28%
8	Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?	0.15	93%	85%	7%	7%	0%
9	Q6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?	0.15	92%	74%	17%	7%	2%
10	Q19. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?	0.13	98%	89%	9%	2%	0%

PRIORITY MATRICES

Priority matrices help focus improvement activities by graphically juxtaposing two kinds of information: the magnitude of the Medicaid program's achievement scores and their correlation with overall program satisfaction. For ratings questions, composites, and the questions on which composites are based, achievement scores are plotted against their correlation with overall Medicaid program satisfaction. (See Appendix A for definition of correlation.)

With respect to achievement scores, higher scores are obviously better. With respect to correlations however, their magnitude is best considered not in terms of better or worse, but rather in terms of importance. In the context of quality improvement activities, the most important composites or ratings are those which are most highly correlated with overall Medicaid program satisfaction. For example, if one composite is more highly correlated with overall Medicaid program satisfaction than the others, improving service in that particular area is more likely to improve ratings of overall program satisfaction over time. Conversely, if an item is weakly correlated with overall program satisfaction, altering services in that domain won't significantly alter ratings of the Medicaid program.

Overall satisfaction with the PeachCare for Kids® services for children is based on Q36, which asks respondents to rate their experience with their Medicaid Program, using a 0-10 scale, from "Worst health plan possible" to "Best health plan possible".

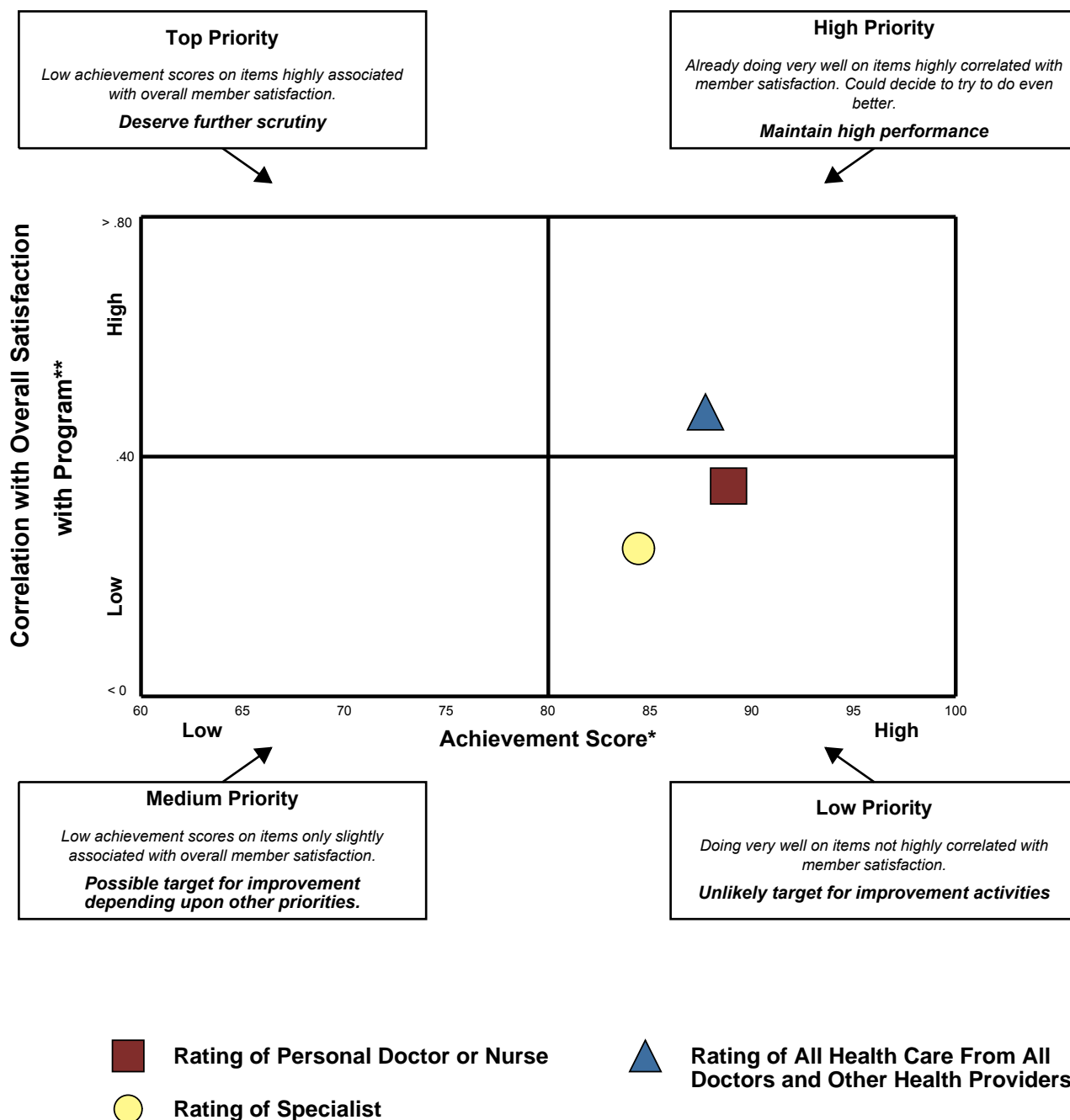
For the purposes of the priority matrix, an achievement score is considered "high" when the score is 80% or higher. Correlation coefficients greater than or equal to .4 are considered "highly correlated" with Medicaid program satisfaction; coefficients less than .4 are considered lower correlations with program satisfaction. The plot of scores against correlations thus falls into a four-quadrant matrix, where the four quadrants are determined by an 80% score vertical axis and a .4 correlation horizontal axis.

Association with Overall Satisfaction**	High	Top Priority <i>Low achievement scores on items highly associated with overall member satisfaction.</i> Deserve further scrutiny	High Priority <i>Already doing very well on items highly correlated with member satisfaction. Could decide to try to do even better.</i> Maintain high performance
	Low	Medium Priority <i>Low achievement scores on items only slightly associated with overall member satisfaction.</i> Possible target for improvement depending upon other priorities.	Low Priority <i>Doing very well on items not highly correlated with member satisfaction.</i> Unlikely target for improvement activities
		Low	High
		Achievement Score*	

* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix Ratings

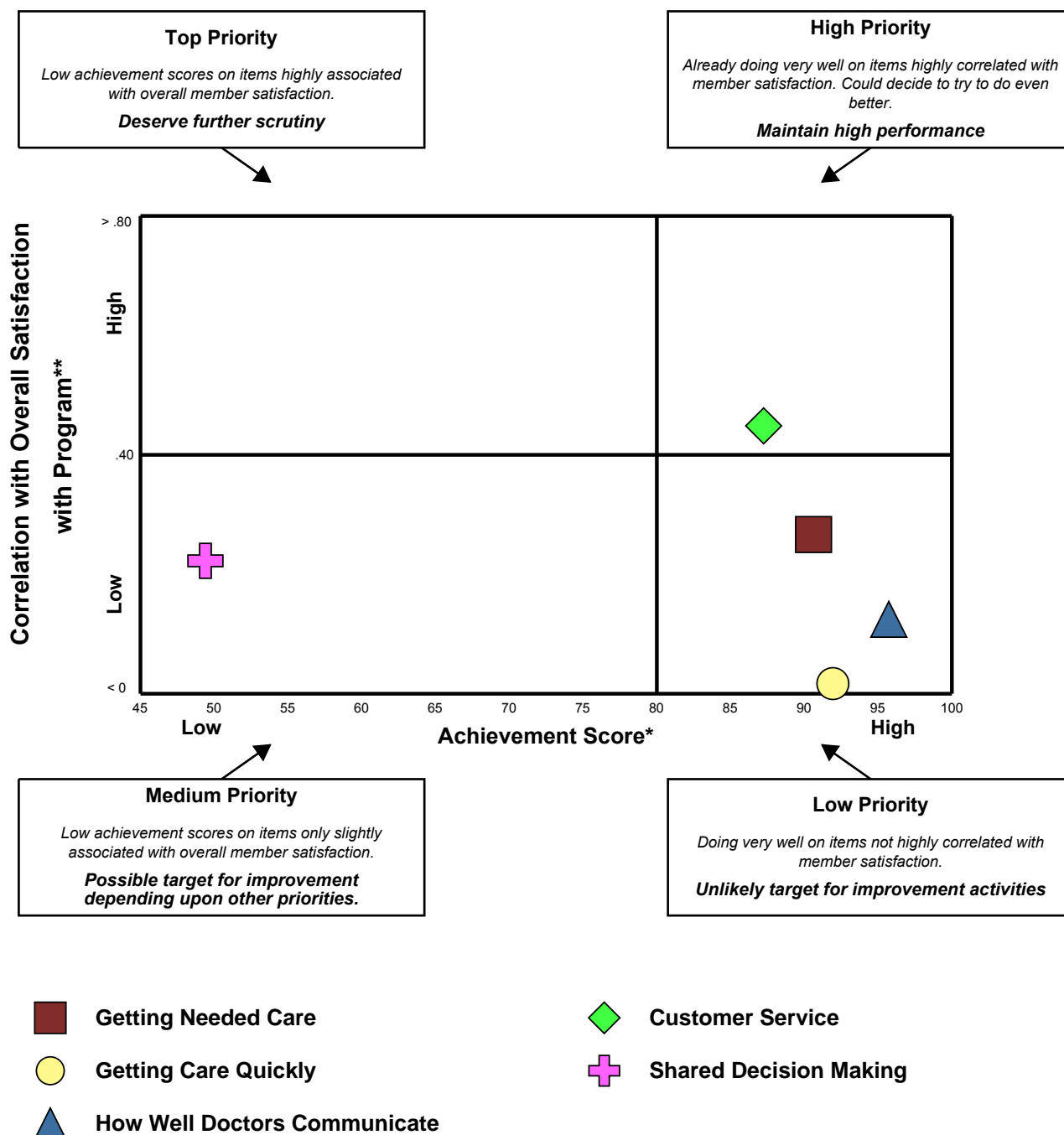


* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - CAHPS® 5.0 Composites

Composite Measures

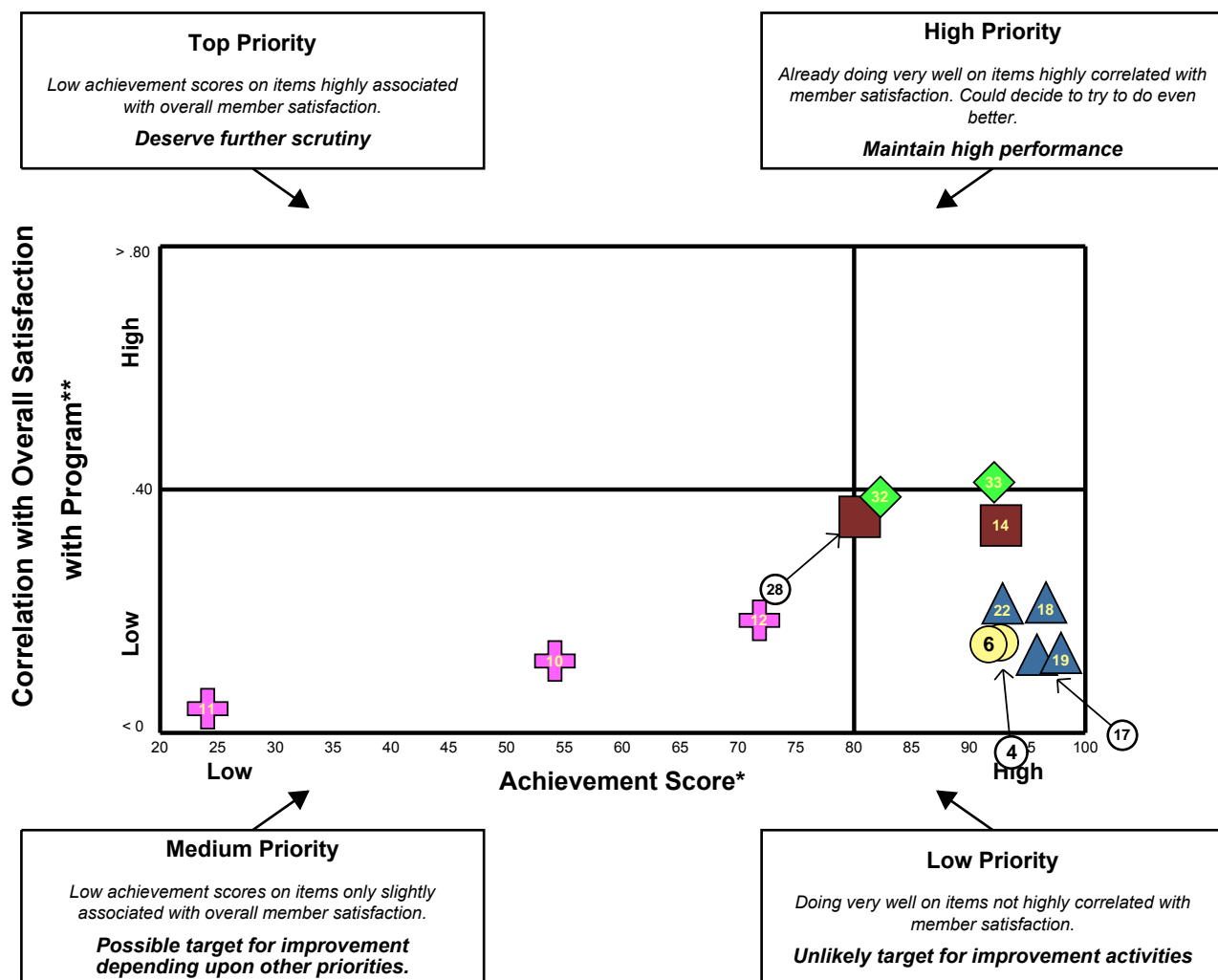


* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - CAHPS® 5.0 Composites

Composite Items

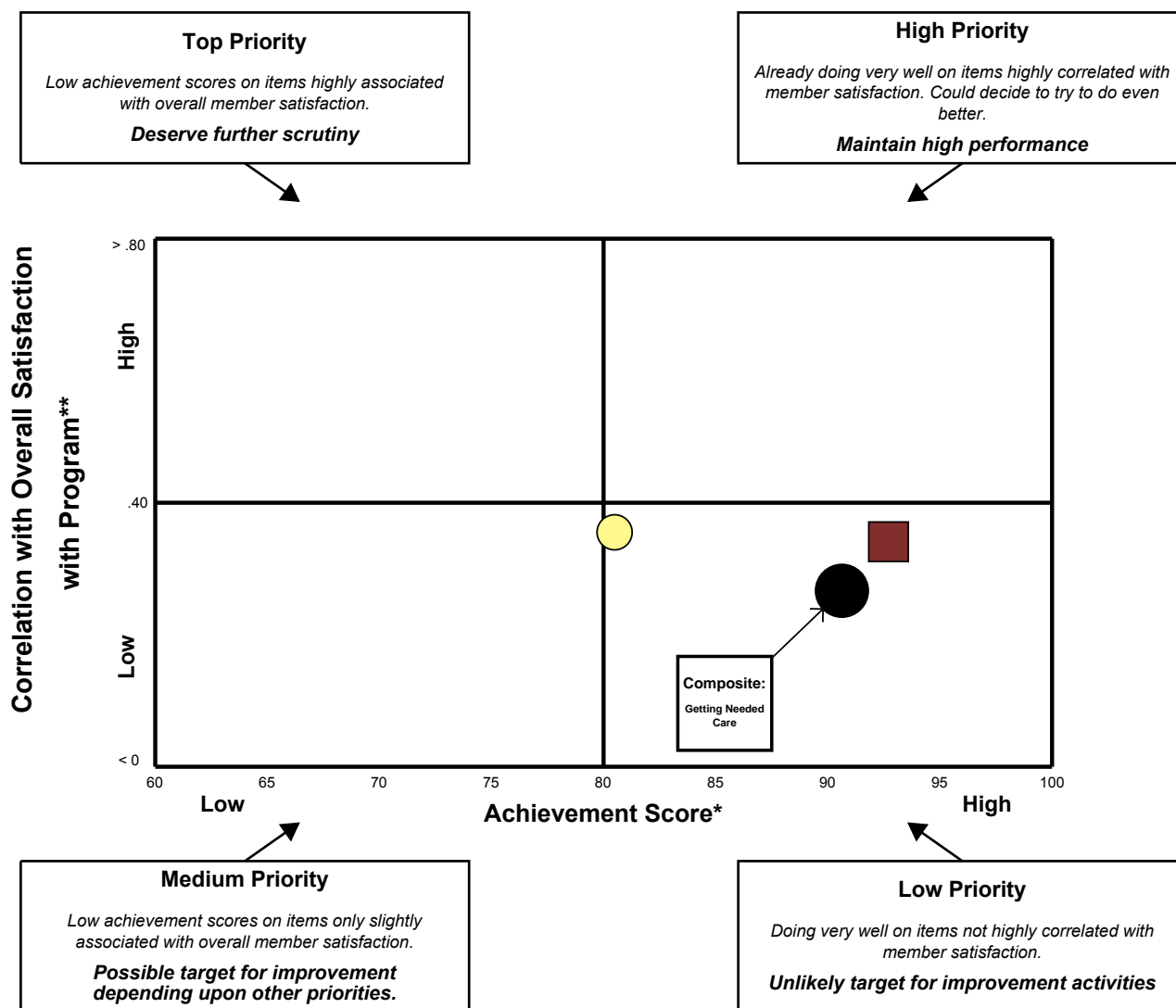


* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - CAHPS® 5.0 Composites

Getting Needed Care



Q14. Usually or always easy to get the care, tests or treatment child needed



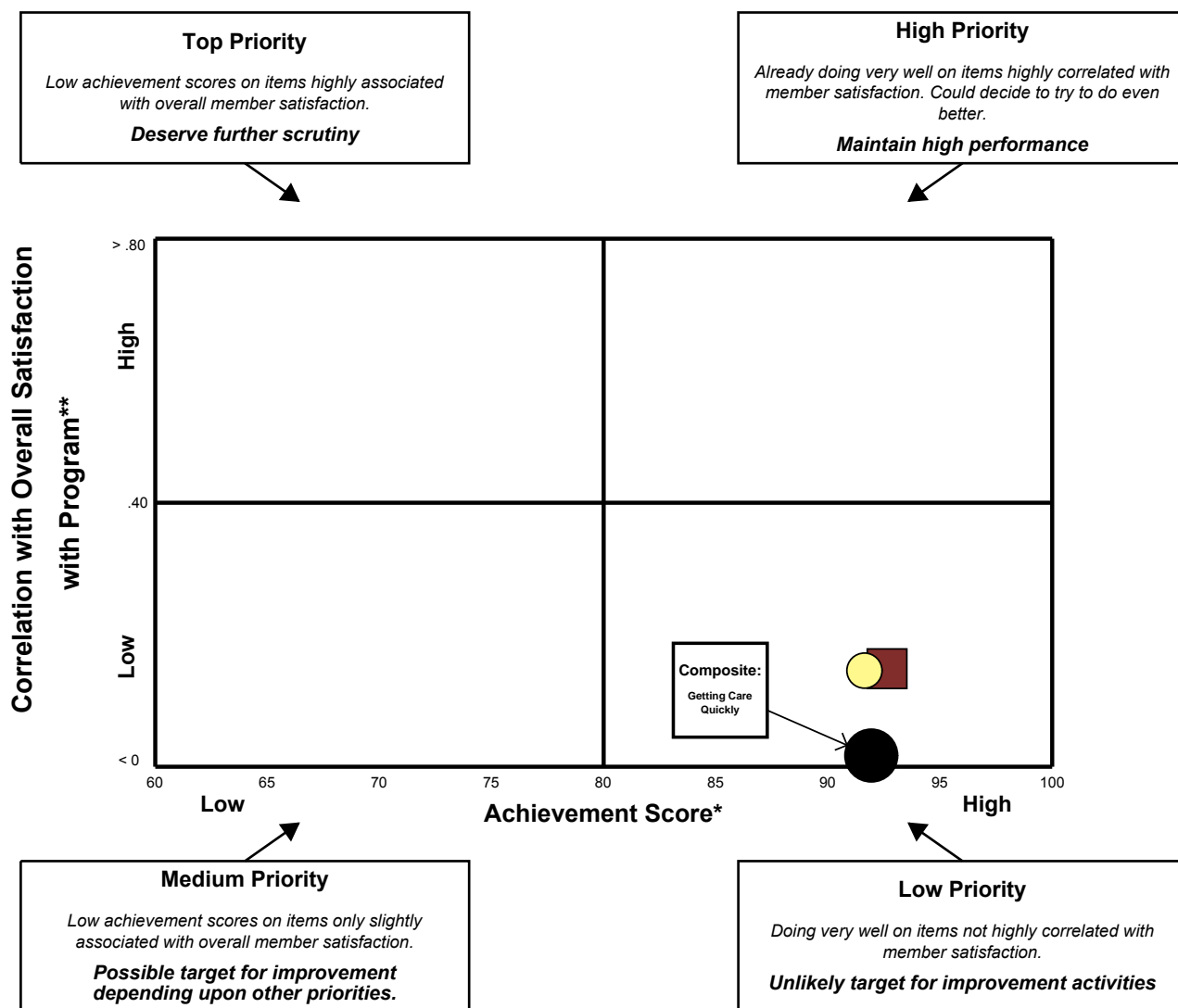
Q28. Usually or always got appointments with specialists as soon as child needed

* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - CAHPS® 5.0 Composites

Getting Care Quickly



Q4. Usually or always got urgent care as soon as child needed



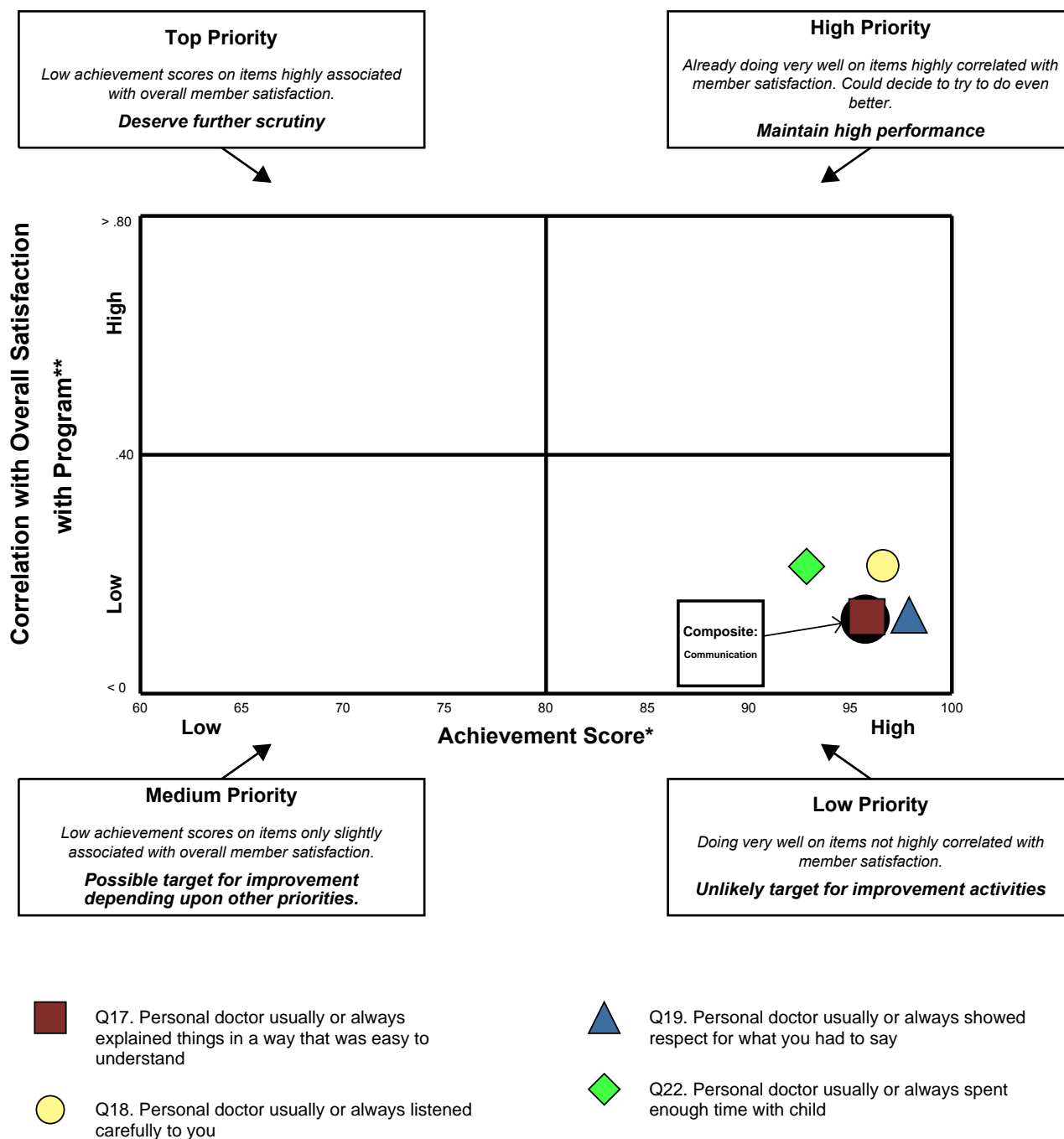
Q6. Usually or always got appt. for routine care as soon as child needed

* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - CAHPS® 5.0 Composites

How Well Doctors Communicate

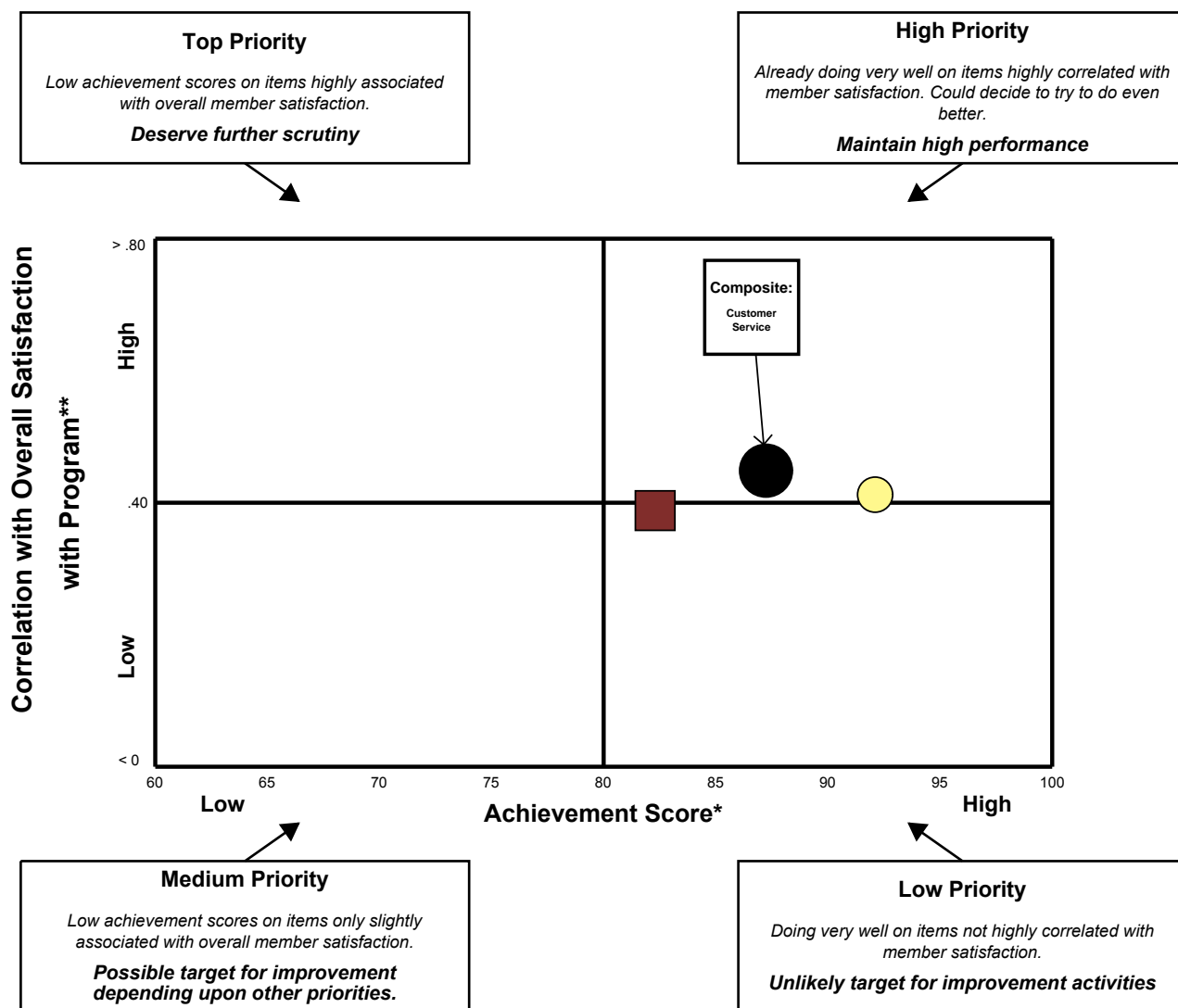


* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - CAHPS® 5.0 Composites

Customer Service



Q32. Customer service usually or always gave help you needed



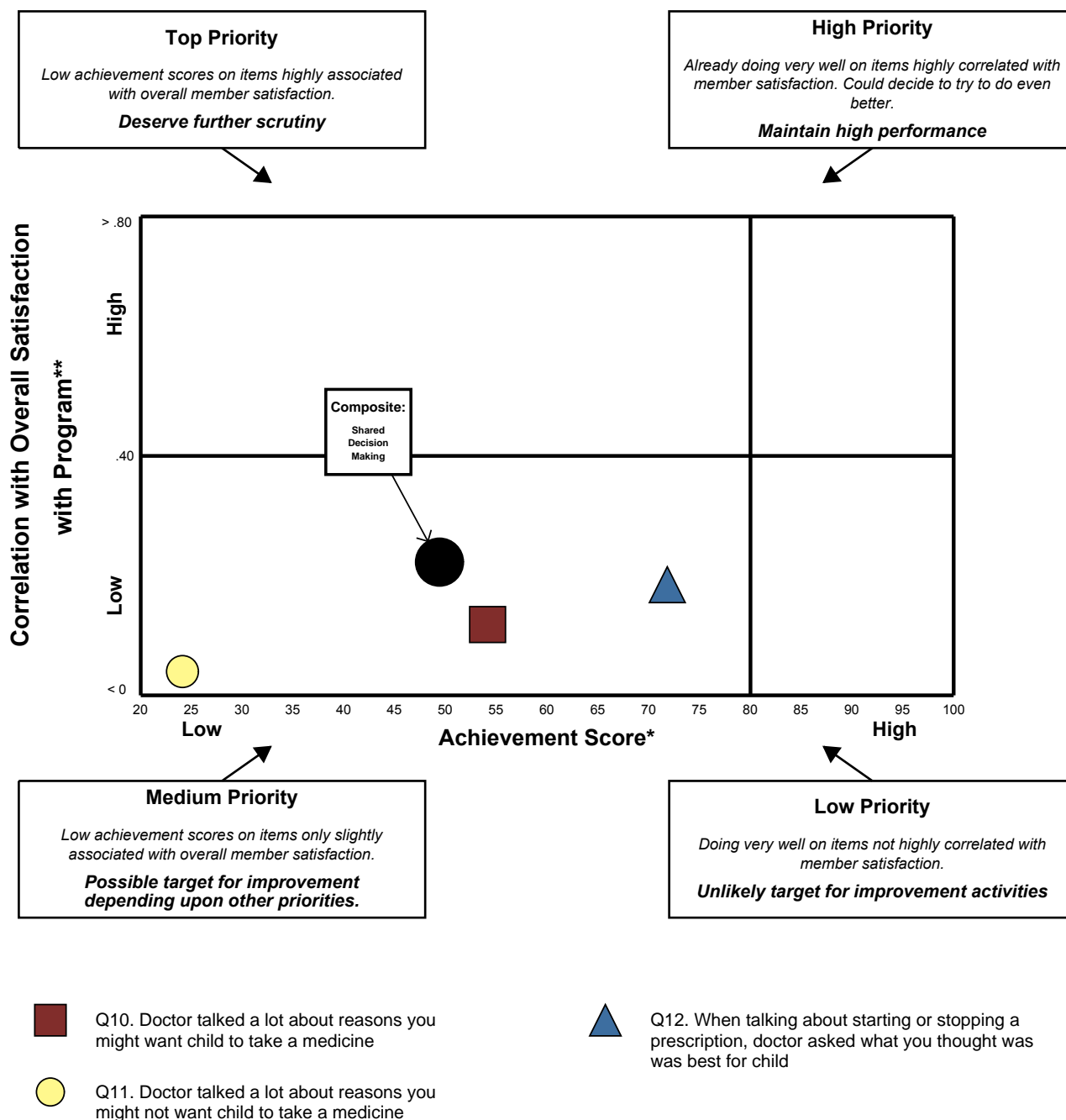
Q33. Customer service usually or always treated you with courtesy and respect

* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Priority Matrix - CAHPS® 5.0 Composites

Shared Decision Making



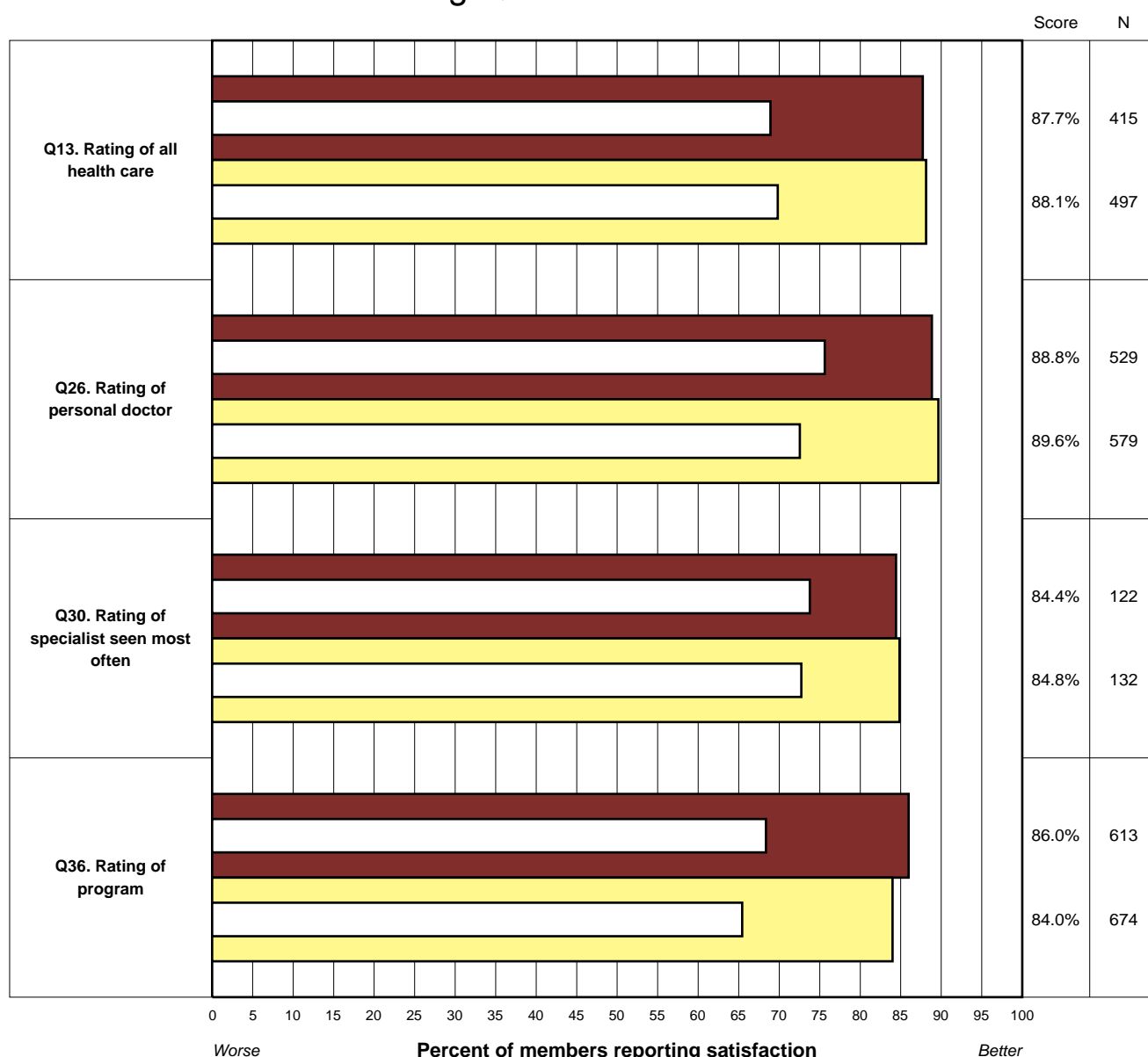
* An achievement score is ranked "high" when score is 80 or higher.

** An association with Overall Satisfaction is ranked "high" when correlation is .4 or higher.

Overall Rating Questions

The CAHPS 5.0 survey uses a 0-10 rating for assessing overall experience with Medicaid programs, providers, specialists, and health care. In the tables below, proportions of respondents assigning ratings of 8, 9, or 10 are reported as achievement scores. Ratings for the PeachCare for Kids® services for children are presented for 2014 and 2013. Statistical testing is between PeachCare for Kids® Program 2014 and 2013, with an arrow beside the PeachCare for Kids® Program 2013 score bar if applicable.

Overall Rating Questions - Achievement Scores



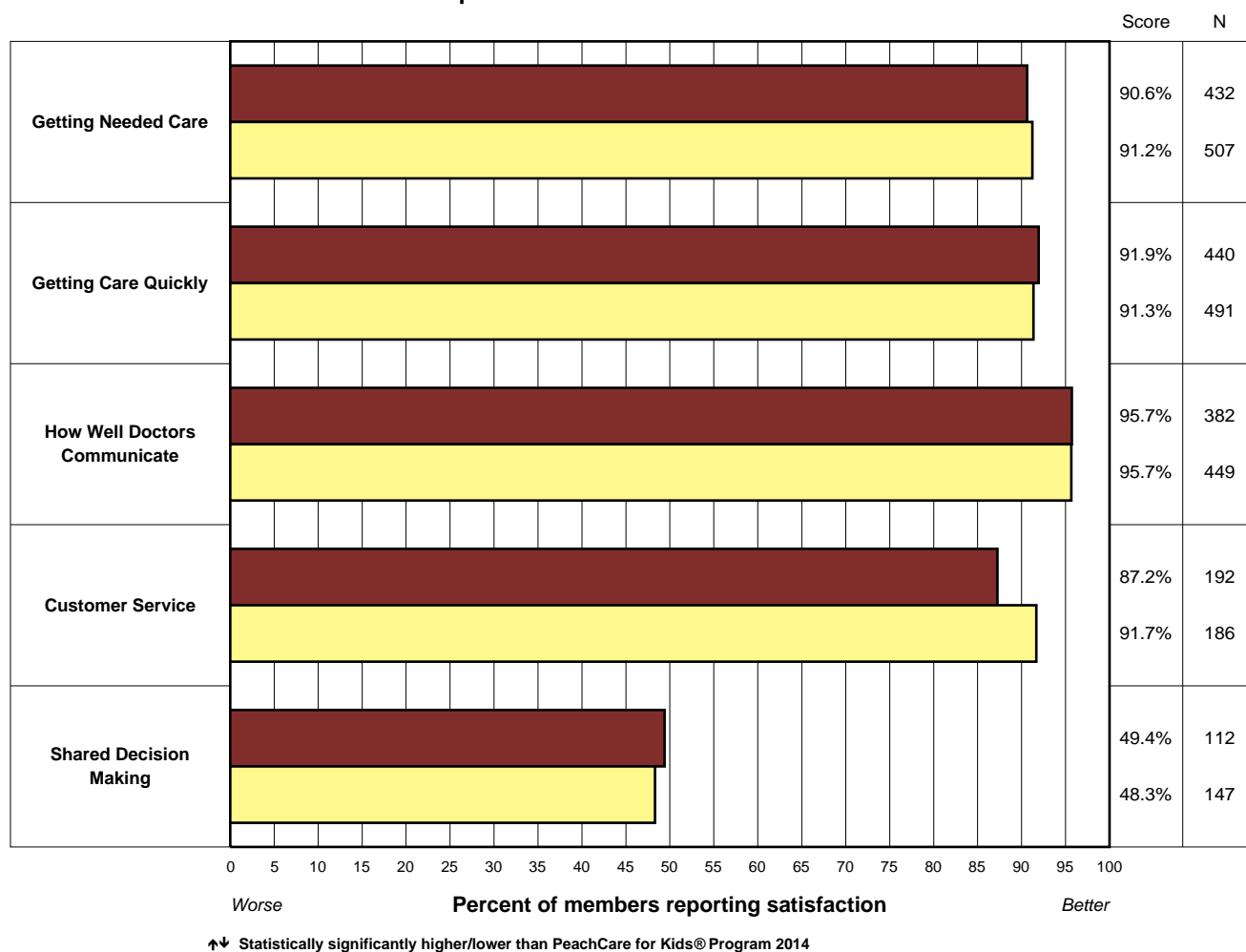
COMPOSITES

The CAHPS 5.0 survey has five composites, each representing a domain of enrollee experience (see Appendix A for definitions of composites). An achievement score is calculated for each composite for each respondent; the mean of these achievement scores across respondents is presented in this section.

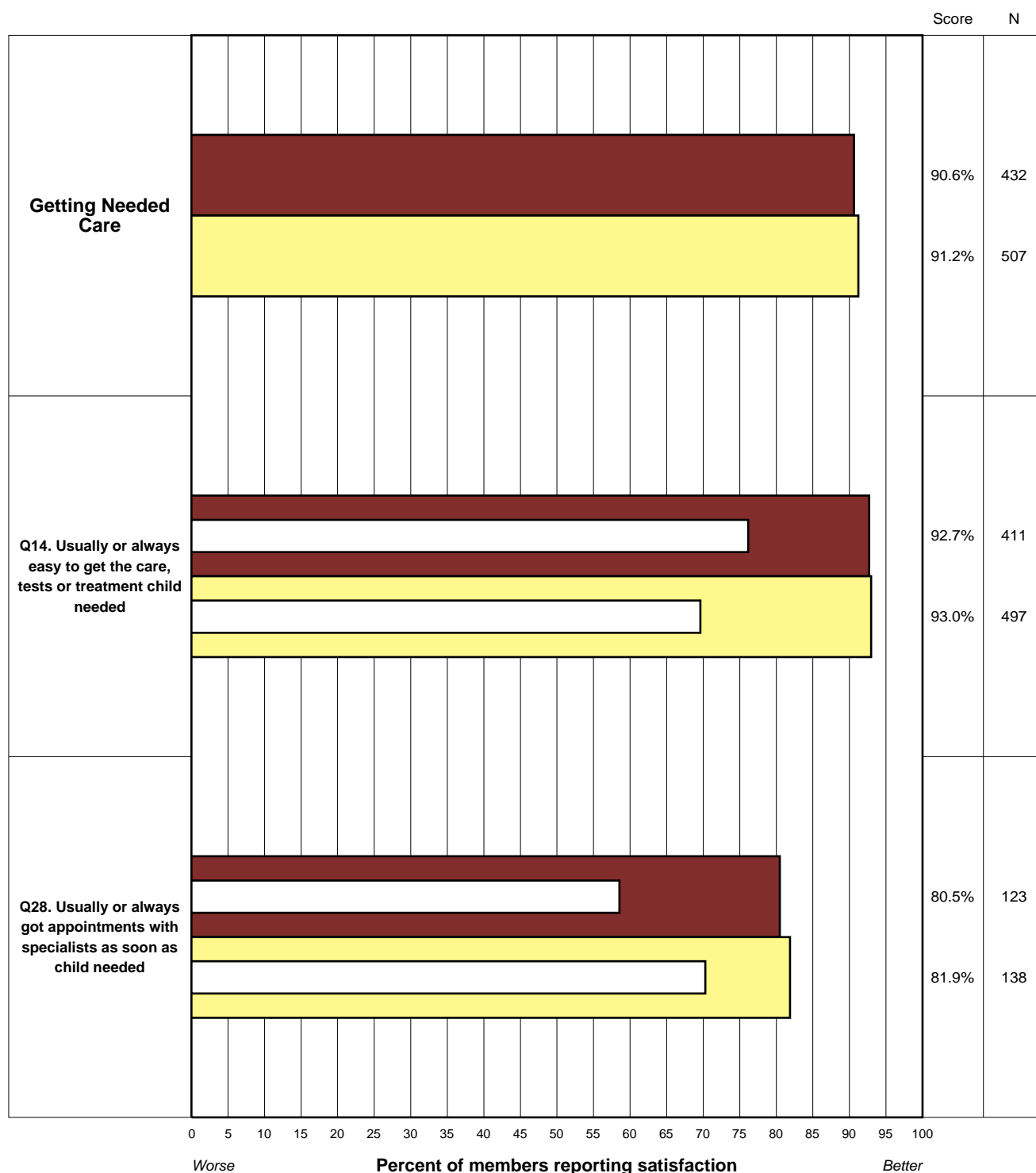
The achievement scores presented on the following pages reflect responses of "Usually" or "Always" to the questions comprising the Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, and Customer Service composites; and "A Lot" or "Yes" for the Shared Decision Making composite. For full detail of response options for each question and which responses qualify as achievements, please refer to the *Responses by Question* section.

The 2014 composite scores for the PeachCare for Kids® services for children are compared to the 2013 scores. Statistical testing is between PeachCare for Kids® Program 2014 and 2013, with an arrow beside the PeachCare for Kids® Program 2013 score bar if applicable.

Composites - Achievement Scores



Getting Needed Care - Achievement Scores

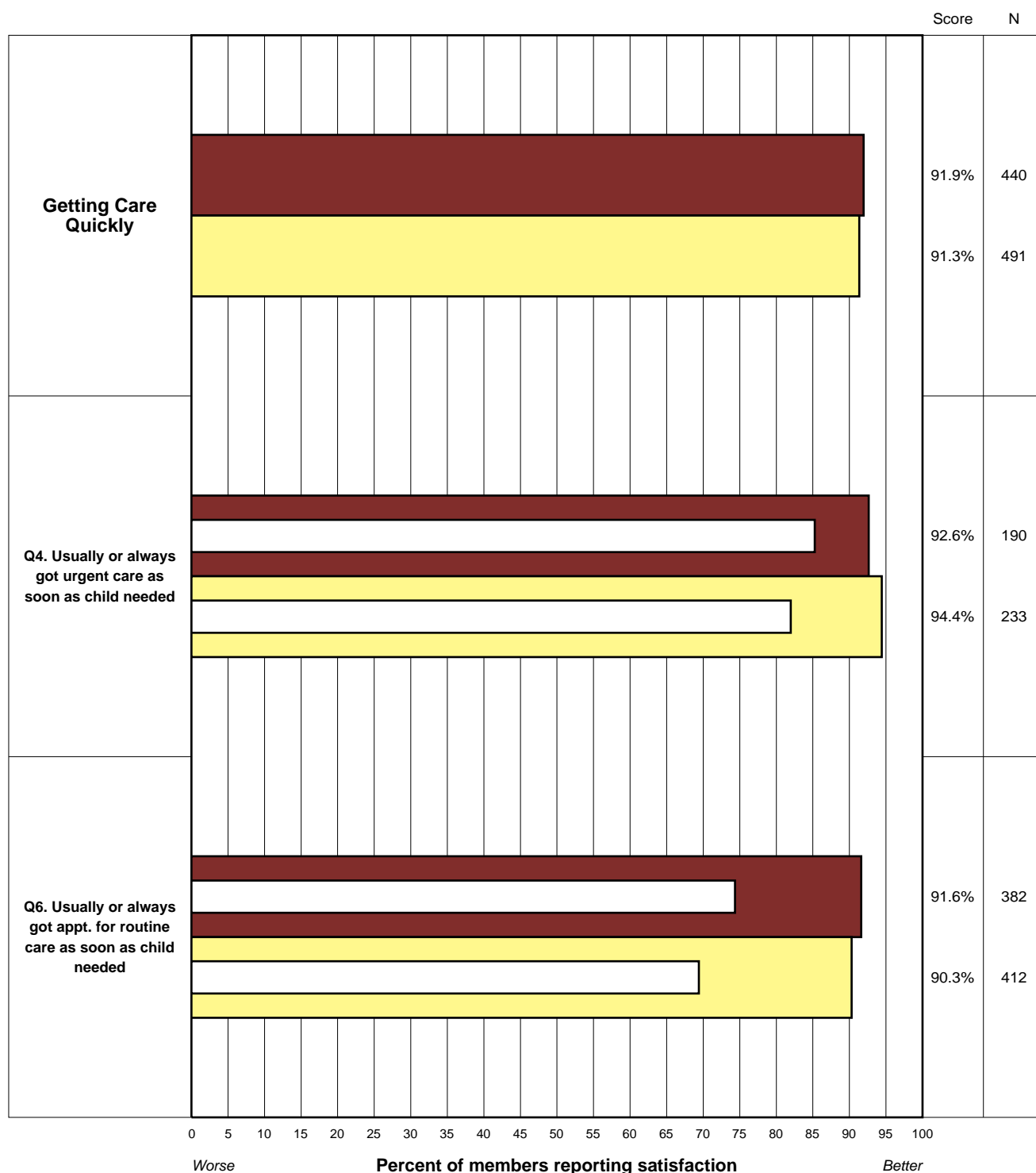


↕ Statistically significantly higher/lower than PeachCare for Kids® Program 2014
 Note: Hollow portion of bar represents proportions giving a response of Always.

■ PeachCare for Kids® Program 2014

■ PeachCare for Kids® Program 2013

Getting Care Quickly - Achievement Scores

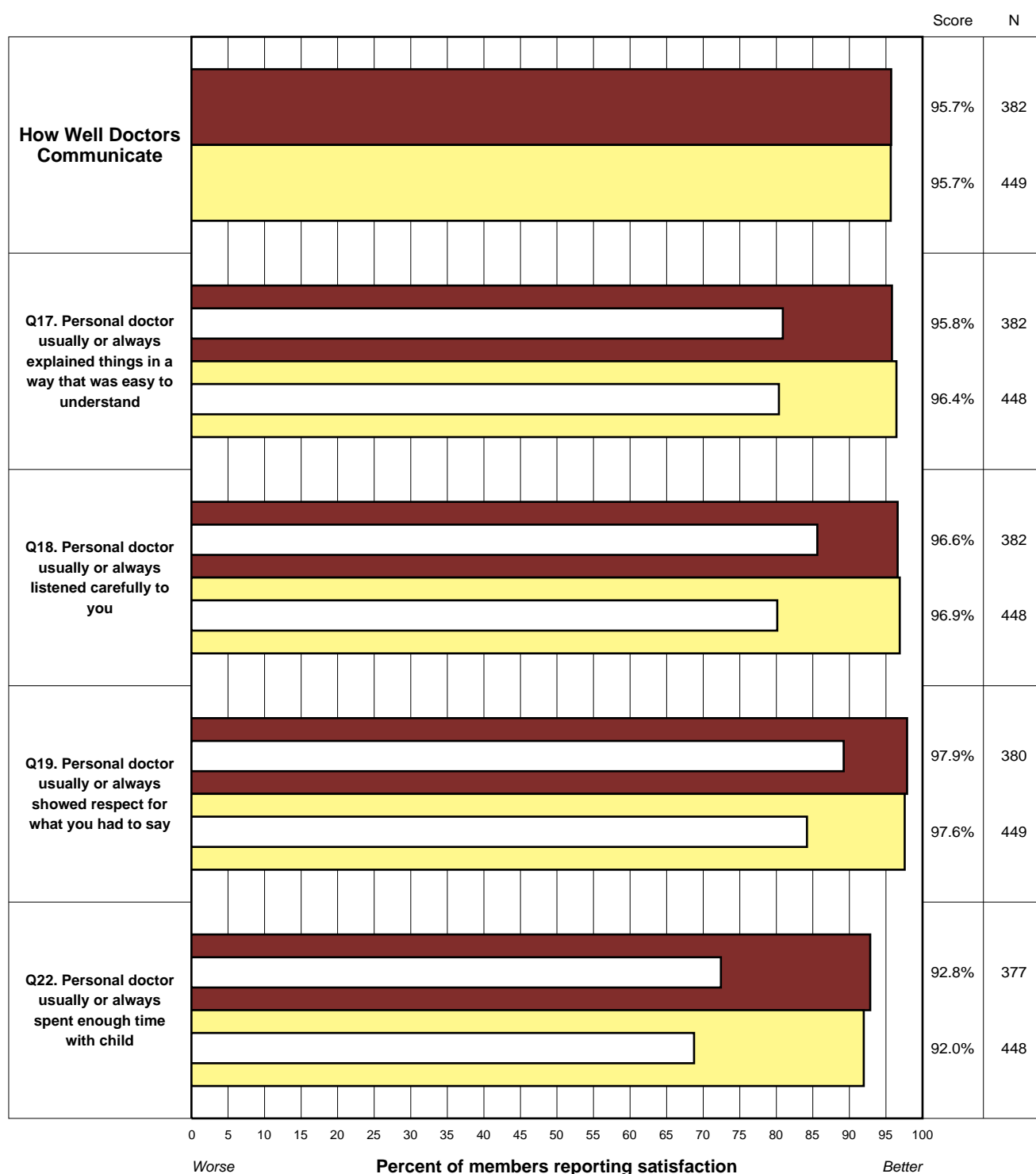


↕ Statistically significantly higher/lower than PeachCare for Kids® Program 2014
 Note: Hollow portion of bar represents proportions giving a response of Always.

■ PeachCare for Kids® Program 2014

■ PeachCare for Kids® Program 2013

How Well Doctors Communicate - Achievement Scores

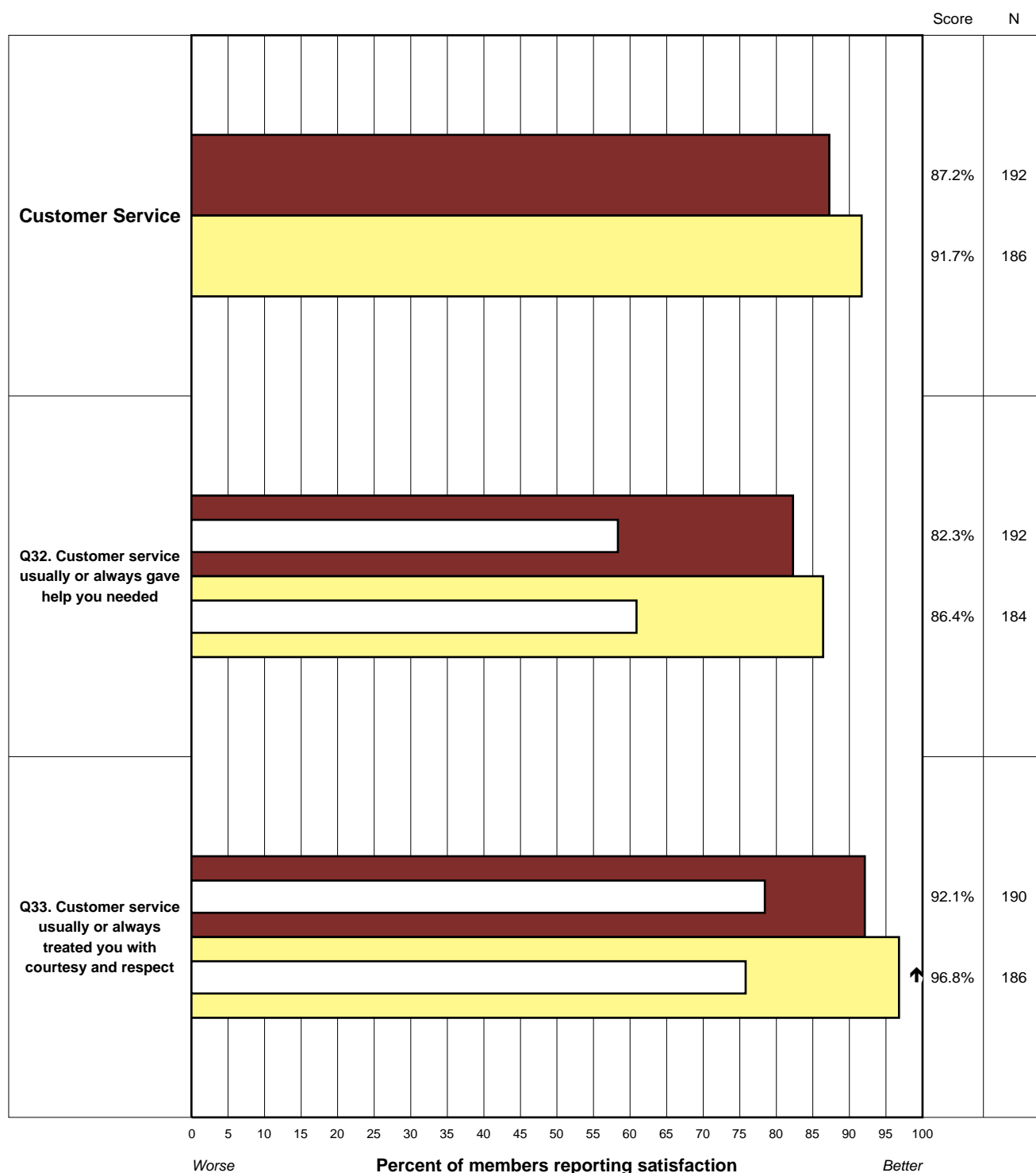


↕ Statistically significantly higher/lower than PeachCare for Kids® Program 2014
 Note: Hollow portion of bar represents proportions giving a response of Always.

■ PeachCare for Kids® Program 2014

■ PeachCare for Kids® Program 2013

Customer Service - Achievement Scores

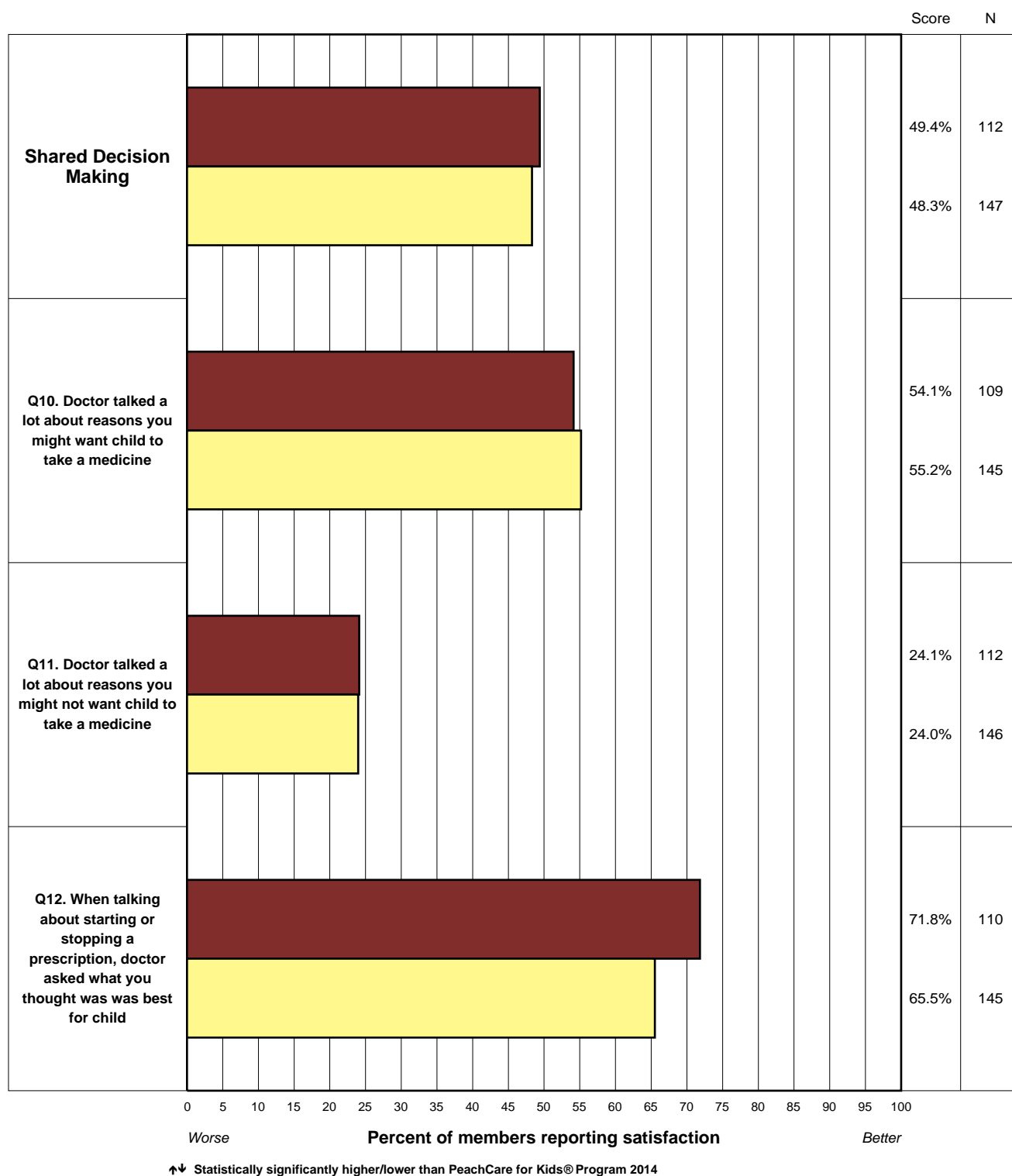


↑↓ Statistically significantly higher/lower than PeachCare for Kids® Program 2014
 Note: Hollow portion of bar represents proportions giving a response of Always.

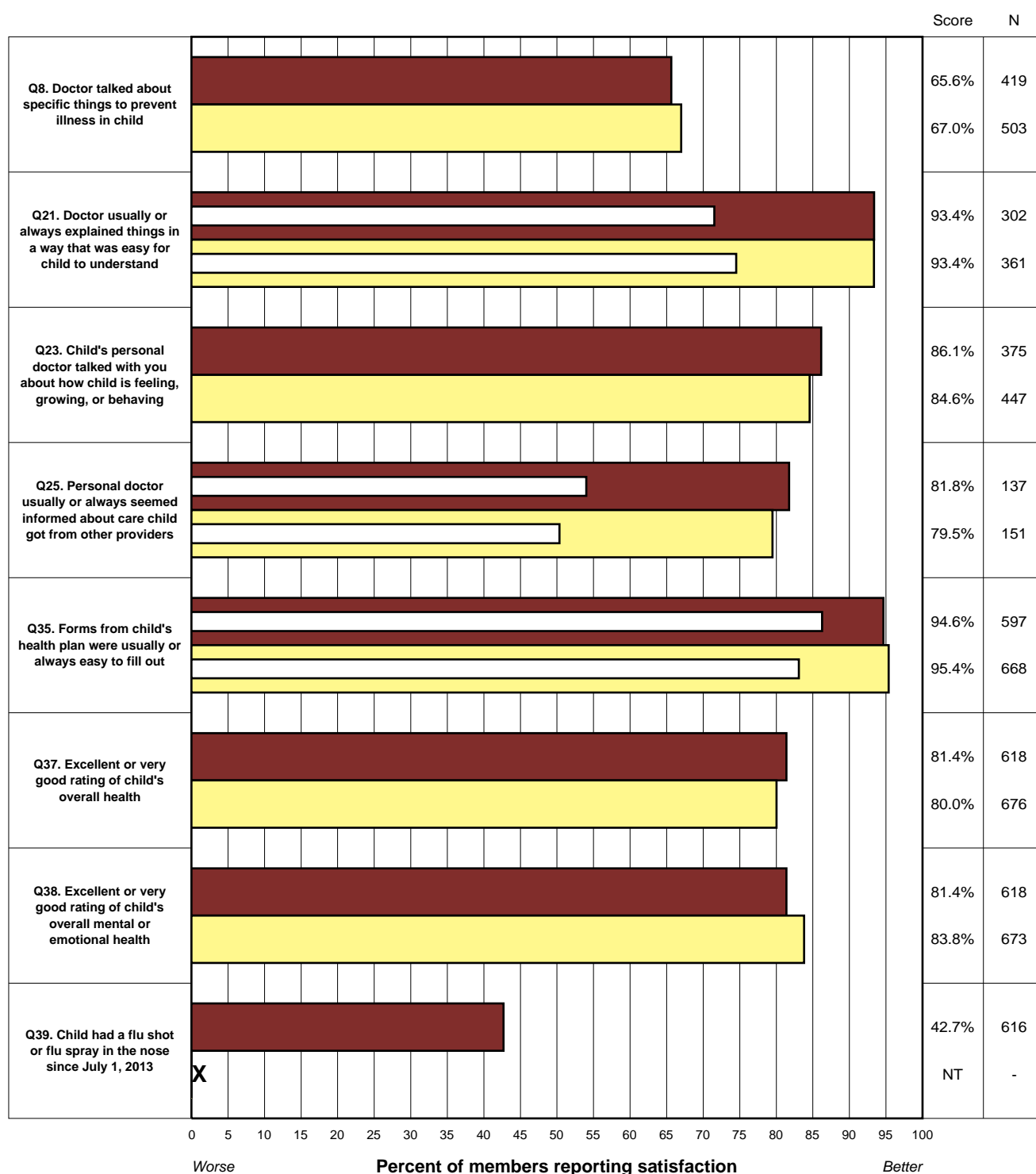
■ PeachCare for Kids® Program 2014

■ PeachCare for Kids® Program 2013

Shared Decision Making - Achievement Scores



Single Item Measures - Achievement Scores



PeachCare for Kids® Program 2014

PeachCare for Kids® Program 2013

Responses by Question

Q1. Our records show that your child is now in [Georgia Medicaid/PeachCare for Kids]. Is that right?

	PCK® 2014		PCK® 2013	
	N	%	N	%
Yes	634	100.0%	704	100.0%
No	0	0.0%	0	0.0%
Total	634	100.0%	704	100.0%
Not Answered	18		5	

Your Child's Health Care in the Last 6 Months

Q3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?

	PCK® 2014		PCK® 2013	
	N	%	N	%
Yes	211	33.3%	255	36.4%
No	423	66.7%	445	63.6%
Total	634	100.0%	700	100.0%
Not Answered	18		9	

Q4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?

	PCK® 2014		PCK® 2013	
	N	%	N	%
● Never	0	0.0%	1	0.4%
● Sometimes	14	7.4%	12	5.2%
● Usually	14	7.4%	29	12.4%
● Always	162	85.3%	191	82.0%
Total	190	100.0%	233	100.0%
Not Answered	21		22	
Reporting Category				
Getting Care Quickly				
Achievement Score	92.6%		94.4%	
Correlation with Satisfaction	0.149		0.114	
Priority Rating	Low		Low	

○ **Response scored as:** ● Room for Improvement ● Achievement

Your Child's Health Care in the Last 6 Months (continued)

Q5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?

	PCK® 2014		PCK® 2013	
	N	%	N	%
Yes	409	65.0%	443	64.2%
No	220	35.0%	247	35.8%
Total	629	100.0%	690	100.0%
Not Answered	23		19	

Q6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?

	PCK® 2014		PCK® 2013	
	N	%	N	%
● Never	7	1.8%	0	0.0%
● Sometimes	25	6.5%	40	9.7%
● Usually	66	17.3%	86	20.9%
● Always	284	74.3%	286	69.4%
Total	382	100.0%	412	100.0%
Not Answered	27		31	
Reporting Category Getting Care Quickly				
Achievement Score	91.6%		90.3%	
Correlation with Satisfaction	0.146		0.131	
Priority Rating	Low		Low	

Q7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?

	PCK® 2014		PCK® 2013	
	N	%	N	%
None	188	30.3%	177	25.7%
1 time	167	26.9%	191	27.7%
2 times	127	20.5%	167	24.2%
3 times	77	12.4%	84	12.2%
4 times	32	5.2%	30	4.4%
5 to 9 times	25	4.0%	29	4.2%
10 or more times	5	0.8%	11	1.6%
Total	621	100.0%	689	100.0%
Not Answered	31		20	

○ **Response scored as:** ● Room for Improvement ● Achievement

Your Child's Health Care in the Last 6 Months (continued)

Q8. In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?

	PCK® 2014		PCK® 2013	
	N	%	N	%
● Yes	275	65.6%	337	67.0%
● No	144	34.4%	166	33.0%
Total	419	100.0%	503	100.0%
Not Answered	14		9	
Reporting Category	Single Items			
Achievement Score	65.6%		67.0%	
Correlation with Satisfaction	0.072		0.089	
Priority Rating	Medium		Medium	

Q9. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?

	PCK® 2014		PCK® 2013	
	N	%	N	%
Yes	113	27.3%	149	29.7%
No	301	72.7%	353	70.3%
Total	414	100.0%	502	100.0%
Not Answered	19		10	

Q10. When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want your child to take a medicine?

	PCK® 2014		PCK® 2013	
	N	%	N	%
● Not at all	1	0.9%	2	1.4%
● A little	6	5.5%	16	11.0%
● Some	43	39.4%	47	32.4%
● A lot	59	54.1%	80	55.2%
Total	109	100.0%	145	100.0%
Not Answered	4		4	
Reporting Category	Shared Decision Making			
Achievement Score	54.1%		55.2%	
Correlation with Satisfaction	0.118		0.048	
Priority Rating	Medium		Medium	

○ **Response scored as:** ● Room for Improvement ● Achievement

Your Child's Health Care in the Last 6 Months (continued)

Q11. When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might not want your child to take a medicine?

	PCK® 2014		PCK® 2013	
	N	%	N	%
● Not at all	26	23.2%	38	26.0%
● A little	21	18.8%	21	14.4%
● Some	38	33.9%	52	35.6%
● A lot	27	24.1%	35	24.0%
Total	112	100.0%	146	100.0%
Not Answered	1		3	
Reporting Category	Shared Decision Making			
Achievement Score	24.1%		24.0%	
Correlation with Satisfaction	0.040		0.129	
Priority Rating	Medium		Medium	

Q12. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?

	PCK® 2014		PCK® 2013	
	N	%	N	%
● Yes	79	71.8%	95	65.5%
● No	31	28.2%	50	34.5%
Total	110	100.0%	145	100.0%
Not Answered	3		4	
Reporting Category	Shared Decision Making			
Achievement Score	71.8%		65.5%	
Correlation with Satisfaction	0.185		0.126	
Priority Rating	Medium		Medium	

○ **Response scored as:** ● Room for Improvement ● Achievement

Your Child's Health Care in the Last 6 Months (continued)

Q13. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?

	PCK® 2014		PCK® 2013	
	N	%	N	%
● Worst health care possible	0	0.0%	0	0.0%
● 1	0	0.0%	0	0.0%
● 2	0	0.0%	1	0.2%
● 3	2	0.5%	2	0.4%
● 4	3	0.7%	0	0.0%
● 5	12	2.9%	8	1.6%
● 6	5	1.2%	16	3.2%
● 7	29	7.0%	32	6.4%
● 8	78	18.8%	91	18.3%
● 9	71	17.1%	125	25.2%
● Best health care possible	215	51.8%	222	44.7%
Total	415	100.0%	497	100.0%
Not Answered	18		15	
Reporting Category	Ratings			
Achievement Score	87.7%		88.1%	
Correlation with Satisfaction	0.474		0.454	
Priority Rating	High		High	

Q14. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?

	PCK® 2014		PCK® 2013	
	N	%	N	%
● Never	10	2.4%	4	0.8%
● Sometimes	20	4.9%	31	6.2%
● Usually	68	16.5%	116	23.3%
● Always	313	76.2%	346	69.6%
Total	411	100.0%	497	100.0%
Not Answered	22		15	
Reporting Category	Getting Needed Care			
Achievement Score	92.7%		93.0%	
Correlation with Satisfaction	0.341		0.289	
Priority Rating	Low		Low	

○ **Response scored as:** ● Room for Improvement ● Achievement

Your Child's Personal Doctor

- Q15. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?**

	PCK® 2014		PCK® 2013	
	N	%	N	%
Yes	566	90.4%	599	86.9%
No	60	9.6%	90	13.1%
Total	626	100.0%	689	100.0%
Not Answered	26		20	

- Q16. In the last 6 months, how many times did your child visit his or her personal doctor for care?**

	PCK® 2014		PCK® 2013	
	N	%	N	%
None	151	28.3%	129	22.2%
1 time	169	31.6%	179	30.9%
2 times	103	19.3%	147	25.3%
3 times	70	13.1%	68	11.7%
4 times	19	3.6%	27	4.7%
5 to 9 times	18	3.4%	23	4.0%
10 or more times	4	0.7%	7	1.2%
Total	534	100.0%	580	100.0%
Not Answered	32		19	

- Q17. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?**

	PCK® 2014		PCK® 2013	
	N	%	N	%
● Never	2	0.5%	2	0.4%
● Sometimes	14	3.7%	14	3.1%
● Usually	57	14.9%	72	16.1%
● Always	309	80.9%	360	80.4%
Total	382	100.0%	448	100.0%
Not Answered	1		3	
Reporting Category	Communication			
Achievement Score	95.8%		96.4%	
Correlation with Satisfaction	0.129		0.197	
Priority Rating	Low		Low	

○ **Response scored as:** ● Room for Improvement ● Achievement

Your Child's Personal Doctor (continued)**Q18. In the last 6 months, how often did your child's personal doctor listen carefully to you?**

	PCK® 2014		PCK® 2013	
	N	%	N	%
● Never	1	0.3%	0	0.0%
● Sometimes	12	3.1%	14	3.1%
● Usually	42	11.0%	75	16.7%
● Always	327	85.6%	359	80.1%
Total	382	100.0%	448	100.0%
Not Answered	1		3	
Reporting Category	Communication			
Achievement Score	96.6%		96.9%	
Correlation with Satisfaction	0.214		0.232	
Priority Rating	Low		Low	

Q19. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

	PCK® 2014		PCK® 2013	
	N	%	N	%
● Never	1	0.3%	1	0.2%
● Sometimes	7	1.8%	10	2.2%
● Usually	33	8.7%	60	13.4%
● Always	339	89.2%	378	84.2%
Total	380	100.0%	449	100.0%
Not Answered	3		2	
Reporting Category	Communication			
Achievement Score	97.9%		97.6%	
Correlation with Satisfaction	0.132		0.204	
Priority Rating	Low		Low	

Q20. Is your child able to talk with doctors about his or her health care?

	PCK® 2014		PCK® 2013	
	N	%	N	%
Yes	307	82.1%	367	81.7%
No	67	17.9%	82	18.3%
Total	374	100.0%	449	100.0%
Not Answered	9		2	

○ **Response scored as:** ● Room for Improvement ● Achievement

Your Child's Personal Doctor (continued)

Q21. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?

	PCK® 2014		PCK® 2013	
	N	%	N	%
● Never	2	0.7%	2	0.6%
● Sometimes	18	6.0%	22	6.1%
● Usually	66	21.9%	68	18.8%
● Always	216	71.5%	269	74.5%
Total	302	100.0%	361	100.0%
Not Answered	5		6	
Reporting Category	Single Items			
Achievement Score	93.4%		93.4%	
Correlation with Satisfaction	0.089		0.236	
Priority Rating	Low		Low	

Q22. In the last 6 months, how often did your child's personal doctor spend enough time with your child?

	PCK® 2014		PCK® 2013	
	N	%	N	%
● Never	1	0.3%	6	1.3%
● Sometimes	26	6.9%	30	6.7%
● Usually	77	20.4%	104	23.2%
● Always	273	72.4%	308	68.8%
Total	377	100.0%	448	100.0%
Not Answered	6		3	
Reporting Category	Communication			
Achievement Score	92.8%		92.0%	
Correlation with Satisfaction	0.213		0.181	
Priority Rating	Low		Low	

Q23. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

	PCK® 2014		PCK® 2013	
	N	%	N	%
● Yes	323	86.1%	378	84.6%
● No	52	13.9%	69	15.4%
Total	375	100.0%	447	100.0%
Not Answered	8		4	
Reporting Category	Single Items			
Achievement Score	86.1%		84.6%	
Correlation with Satisfaction	0.213		0.101	
Priority Rating	Low		Low	

○ **Response scored as:** ● Room for Improvement ● Achievement

Your Child's Personal Doctor (continued)

Q24. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

	PCK® 2014		PCK® 2013	
	N	%	N	%
Yes	142	37.9%	155	35.1%
No	233	62.1%	286	64.9%
Total	375	100.0%	441	100.0%
Not Answered	8		10	

Q25. In the last 6 months, how often did your child's personal doctor spend informed and up-to-date about the care your child got from these doctors or other health providers?

	PCK® 2014		PCK® 2013	
	N	%	N	%
● Never	9	6.6%	16	10.6%
● Sometimes	16	11.7%	15	9.9%
● Usually	38	27.7%	44	29.1%
● Always	74	54.0%	76	50.3%
Total	137	100.0%	151	100.0%
Not Answered	5		4	
Reporting Category				
Single Items				
Achievement Score	81.8%		79.5%	
Correlation with Satisfaction	0.208		0.208	
Priority Rating	Low		Medium	

○ **Response scored as:** ● Room for Improvement ● Achievement

Your Child's Personal Doctor (continued)

- Q26.** Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

	PCK® 2014		PCK® 2013	
	N	%	N	%
● Worst personal doctor possible	0	0.0%	0	0.0%
● 1	1	0.2%	0	0.0%
● 2	1	0.2%	0	0.0%
● 3	3	0.6%	2	0.3%
● 4	2	0.4%	6	1.0%
● 5	10	1.9%	9	1.6%
● 6	17	3.2%	11	1.9%
● 7	25	4.7%	32	5.5%
● 8	70	13.2%	99	17.1%
● 9	104	19.7%	117	20.2%
● Best personal doctor possible	296	56.0%	303	52.3%
Total	529	100.0%	579	100.0%
Not Answered	37		20	
Reporting Category	Ratings			
Achievement Score	88.8%		89.6%	
Correlation with Satisfaction	0.351		0.379	
Priority Rating	Low		Low	

Getting Health Care From Specialists

- Q27.** Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments for your child to see a specialist?

	PCK® 2014		PCK® 2013	
	N	%	N	%
Yes	133	21.5%	140	20.7%
No	485	78.5%	536	79.3%
Total	618	100.0%	676	100.0%
Not Answered	34		33	

○ **Response scored as:** ● Room for Improvement ● Achievement

Getting Health Care From Specialists (continued)

Q28. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?

	PCK® 2014		PCK® 2013	
	N	%	N	%
● Never	6	4.9%	5	3.6%
● Sometimes	18	14.6%	20	14.5%
● Usually	27	22.0%	16	11.6%
● Always	72	58.5%	97	70.3%
Total	123	100.0%	138	100.0%
Not Answered	10		2	
Reporting Category	Getting Needed Care			
Achievement Score	80.5%		81.9%	
Correlation with Satisfaction	0.355		0.383	
Priority Rating	Low		Low	

Q29. How many specialists has your child seen in the last 6 months?

	PCK® 2014		PCK® 2013	
	N	%	N	%
None	0	0.0%	4	2.9%
1 specialist	90	73.2%	90	66.2%
2	22	17.9%	31	22.8%
3	8	6.5%	8	5.9%
4	2	1.6%	2	1.5%
5 or more specialists	1	0.8%	1	0.7%
Total	123	100.0%	136	100.0%
Not Answered	10		4	

○ **Response scored as:** ● Room for Improvement ● Achievement

Getting Health Care From Specialists (continued)

- Q30.** We want to know your rating of the specialist your child saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

	PCK® 2014		PCK® 2013	
	N	%	N	%
● Worst specialist possible	0	0.0%	0	0.0%
● 1	1	0.8%	2	1.5%
● 2	0	0.0%	1	0.8%
● 3	2	1.6%	0	0.0%
● 4	2	1.6%	0	0.0%
● 5	3	2.5%	0	0.0%
● 6	1	0.8%	6	4.5%
● 7	10	8.2%	11	8.3%
● 8	13	10.7%	16	12.1%
● 9	25	20.5%	24	18.2%
● Best specialist possible	65	53.3%	72	54.5%
Total	122	100.0%	132	100.0%
Not Answered	1		0	
Reporting Category	Ratings			
Achievement Score	84.4%		84.8%	
Correlation with Satisfaction	0.247		0.277	
Priority Rating	Low		Low	

Your Child's Health Plan

- Q31.** In the last 6 months, did you get information or help from customer service at your child's health plan?

	PCK® 2014		PCK® 2013	
	N	%	N	%
Yes	204	33.2%	189	28.0%
No	410	66.8%	485	72.0%
Total	614	100.0%	674	100.0%
Not Answered	38		35	

○ **Response scored as:** ● Room for Improvement ● Achievement

Your Child's Health Plan (continued)

Q32. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

	PCK® 2014		PCK® 2013	
	N	%	N	%
● Never	10	5.2%	5	2.7%
● Sometimes	24	12.5%	20	10.9%
● Usually	46	24.0%	47	25.5%
● Always	112	58.3%	112	60.9%
Total	192	100.0%	184	100.0%
Not Answered	12		5	
Reporting Category	Customer Service			
Achievement Score	82.3%		86.4%	
Correlation with Satisfaction	0.388		0.348	
Priority Rating	Low		Low	

Q33. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

	PCK® 2014		PCK® 2013	
	N	%	N	%
● Never	3	1.6%	4	2.2%
● Sometimes	12	6.3%	2	1.1%
● Usually	26	13.7%	39	21.0%
● Always	149	78.4%	141	75.8%
Total	190	100.0%	186	100.0%
Not Answered	14		3	
Reporting Category	Customer Service			
Achievement Score	92.1%		96.8%	
Correlation with Satisfaction	0.412		0.205	
Priority Rating	High		Low	

Q34. In the last 6 months, did your child's health plan give you any forms to fill out?

	PCK® 2014		PCK® 2013	
	N	%	N	%
Yes	190	31.3%	246	36.6%
No	417	68.7%	427	63.4%
Total	607	100.0%	673	100.0%
Not Answered	45		36	

○ **Response scored as:** ● Room for Improvement ● Achievement

Your Child's Health Plan (continued)

- Q35.** In the last 6 months, how often were the forms from your child's health plan easy to fill out?
[NOTE:Response of 'Always' padded with Q34='No', based on NCQA scoring guidelines.]

	PCK® 2014		PCK® 2013	
	N	%	N	%
● Never	9	1.5%	7	1.0%
● Sometimes	23	3.9%	24	3.6%
● Usually	50	8.4%	82	12.3%
● Always	515	86.3%	555	83.1%
Total	597	100.0%	668	100.0%
Not Answered	10		5	
Reporting Category	Single Items			
Achievement Score	94.6%		95.4%	
Correlation with Satisfaction	0.234		0.134	
Priority Rating	Low		Low	

- Q36.** Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?

	PCK® 2014		PCK® 2013	
	N	%	N	%
● Worst health plan possible	1	0.2%	0	0.0%
● 1	0	0.0%	0	0.0%
● 2	1	0.2%	0	0.0%
● 3	4	0.7%	3	0.4%
● 4	1	0.2%	3	0.4%
● 5	22	3.6%	21	3.1%
● 6	18	2.9%	28	4.2%
● 7	39	6.4%	53	7.9%
● 8	108	17.6%	125	18.5%
● 9	116	18.9%	139	20.6%
● Best health plan possible	303	49.4%	0	0.0%
Total	613	100.0%	674	100.0%
Not Answered	39		35	
Reporting Category	Ratings			
Achievement Score	86.0%		84.0%	

○ **Response scored as:** ● Room for Improvement ● Achievement

About Your Child and You

Q37. In general, how would you rate your child's overall health?

	PCK® 2014		PCK® 2013	
	N	%	N	%
● Excellent	267	43.2%	297	43.9%
● Very Good	236	38.2%	244	36.1%
● Good	102	16.5%	115	17.0%
● Fair	12	1.9%	15	2.2%
● Poor	1	0.2%	5	0.7%
Total	618	100.0%	676	100.0%
Not Answered	34		33	
Reporting Category	Single Items			
Achievement Score	81.4%		80.0%	
Correlation with Satisfaction	0.074		0.137	
Priority Rating	Low		Low	

Q38. In general, how would you rate your child's overall mental or emotional health?

	PCK® 2014		PCK® 2013	
	N	%	N	%
● Excellent	320	51.8%	382	56.8%
● Very Good	183	29.6%	182	27.0%
● Good	94	15.2%	82	12.2%
● Fair	17	2.8%	21	3.1%
● Poor	4	0.6%	6	0.9%
Total	618	100.0%	673	100.0%
Not Answered	34		36	
Reporting Category	Single Items			
Achievement Score	81.4%		83.8%	
Correlation with Satisfaction	0.127		0.100	
Priority Rating	Low		Low	

○ **Response scored as:** ● Room for Improvement ● Achievement

About Your Child and You (continued)**Q38a. Has your child had either a flu shot or flu spray in the nose since July 1, 2013?**

	PCK® 2014		PCK® 2013	
	N	%	N	%
● Yes	263	42.7%	0	
● No	328	53.2%	0	
● Don't know	25	4.1%	0	
Total	616	100.0%	0	
Not Answered	36		0	
Reporting Category	Single Items			
Achievement Score	42.7%		-	
Correlation with Satisfaction	0.114		-	
Priority Rating	Medium		-	

NQ39. What is your child's age?

	PCK® 2014		PCK® 2013	
	N	%	N	%
Less than 1 year old	1	0.2%	3	0.4%
1 to 2 years old	26	4.2%	26	3.9%
3 to 4 years old	42	6.8%	49	7.3%
5 to 7 years old	91	14.8%	109	16.3%
8 to 10 years old	122	19.8%	129	19.3%
11 to 13 years old	136	22.1%	158	23.6%
14 to 19 years old	198	32.1%	0	0.0%
Total	616	100.0%	669	100.0%
Not Answered	34		40	

Q40. Is your child male or female?

	PCK® 2014		PCK® 2013	
	N	%	N	%
Male	306	49.5%	341	50.8%
Female	312	50.5%	330	49.2%
Total	618	100.0%	671	100.0%
Not Answered	34		38	

○ **Response scored as:** ● Room for Improvement ● Achievement

About Your Child and You (continued)**Q41. Is your child of Hispanic or Latino origin or descent?**

	PCK® 2014		PCK® 2013	
	N	%	N	%
Yes, Hispanic or Latino	154	25.1%	137	20.6%
No, Not Hispanic or Latino	459	74.9%	527	79.4%
Total	613	100.0%	664	100.0%
Not Answered	39		45	

Q42.1. What is your child's race? Response: White.

	PCK® 2014		PCK® 2013	
	N	%	N	%
Yes	310	52.5%	389	54.9%
No	280	47.5%	320	45.1%
Total	590	100.0%	709	100.0%
Not Answered	62		0	

Q42.2. What is your child's race? Response: Black or African-American.

	PCK® 2014		PCK® 2013	
	N	%	N	%
Yes	186	31.5%	187	26.4%
No	404	68.5%	522	73.6%
Total	590	100.0%	709	100.0%
Not Answered	62		0	

Q42.3. What is your child's race? Response: Asian.

	PCK® 2014		PCK® 2013	
	N	%	N	%
Yes	47	8.0%	42	5.9%
No	543	92.0%	667	94.1%
Total	590	100.0%	709	100.0%
Not Answered	62		0	

About Your Child and You (continued)**Q42.4. What is your child's race? Response: Native Hawaiian or other Pacific Islander.**

	PCK® 2014		PCK® 2013	
	N	%	N	%
Yes	2	0.3%	4	0.6%
No	588	99.7%	705	99.4%
Total	590	100.0%	709	100.0%
Not Answered	62		0	

Q42.5. What is your child's race? Response: American Indian or Alaska Native.

	PCK® 2014		PCK® 2013	
	N	%	N	%
Yes	10	1.7%	9	1.3%
No	580	98.3%	700	98.7%
Total	590	100.0%	709	100.0%
Not Answered	62		0	

Q42.6. What is your child's race? Response: Other.

	PCK® 2014		PCK® 2013	
	N	%	N	%
Yes	75	12.7%	70	9.9%
No	515	87.3%	639	90.1%
Total	590	100.0%	709	100.0%
Not Answered	62		0	

Q43. What is your age?

	PCK® 2014		PCK® 2013	
	N	%	N	%
Under 18	32	5.2%	18	2.7%
18 to 24	9	1.5%	17	2.6%
25 to 34	155	25.3%	182	27.4%
35 to 44	269	44.0%	309	46.5%
45 to 54	119	19.4%	113	17.0%
55 to 64	22	3.6%	18	2.7%
65 to 74	4	0.7%	5	0.8%
75 or older	2	0.3%	2	0.3%
Total	612	100.0%	664	100.0%
Not Answered	40		45	

About Your Child and You (continued)**Q44. Are you male or female?**

	PCK® 2014		PCK® 2013	
	N	%	N	%
Male	83	13.4%	86	12.8%
Female	535	86.6%	585	87.2%
Total	618	100.0%	671	100.0%
Not Answered	34		38	

Q45. What is the highest grade or level of school that you have completed?

	PCK® 2014		PCK® 2013	
	N	%	N	%
8th grade or less	56	9.2%	37	5.6%
Some high school but did not graduate	50	8.2%	52	7.8%
High school graduate or GED	165	27.0%	186	28.0%
Some college or 2-year degree	219	35.9%	269	40.5%
4-year college graduate	75	12.3%	74	11.1%
More than 4-year college degree	45	7.4%	46	6.9%
Total	610	100.0%	664	100.0%
Not Answered	42		45	

Q46. How are you related to the child?

	PCK® 2014		PCK® 2013	
	N	%	N	%
Mother or father	606	98.7%	657	98.1%
Grandparent	4	0.7%	7	1.0%
Aunt or uncle	0	0.0%	0	0.0%
Older brother or sister	1	0.2%	2	0.3%
Other relative	0	0.0%	0	0.0%
Legal guardian	2	0.3%	3	0.4%
Someone else	1	0.2%	1	0.1%
Total	614	100.0%	670	100.0%
Not Answered	38		39	

About Your Child and You (continued)**Q47. Did someone help you complete this survey? [NOTE: Asked in mail survey only.]**

	PCK® 2014		PCK® 2013	
	N	%	N	%
Yes	39	8.7%	22	3.1%
No	410	91.3%	492	69.7%
Total	449	100.0%	706	100.0%
Not Answered	4		3	

Q48.1. How did that person help you? Response: Read the questions to me.

	PCK® 2014		PCK® 2013	
	N	%	N	%
Yes	9	23.1%	4	18.2%
No	30	76.9%	18	81.8%
Total	39	100.0%	22	100.0%
Not Answered	4		0	

Q48.2. How did that person help you? Response: Wrote down the answers I gave.

	PCK® 2014		PCK® 2013	
	N	%	N	%
Yes	3	7.7%	1	4.5%
No	36	92.3%	21	95.5%
Total	39	100.0%	22	100.0%
Not Answered	4		0	

Q48.3. How did that person help you? Response: Answered the questions for me.

	PCK® 2014		PCK® 2013	
	N	%	N	%
Yes	2	5.1%	4	18.2%
No	37	94.9%	18	81.8%
Total	39	100.0%	22	100.0%
Not Answered	4		0	

About Your Child and You (continued)**Q48.4.** How did that person help you? Response: Translated the questions into my language.

	PCK® 2014		PCK® 2013	
	N	%	N	%
Yes	26	66.7%	18	81.8%
No	13	33.3%	4	18.2%
Total	39	100.0%	22	100.0%
Not Answered	4		0	

Q48.5. How did that person help you? Response: Helped in some other way.

	PCK® 2014		PCK® 2013	
	N	%	N	%
Yes	2	5.1%	0	0.0%
No	37	94.9%	22	100.0%
Total	39	100.0%	22	100.0%
Not Answered	4		0	

Methodology

The survey drew, as potential respondents, the parent/caretakers of children under the age of 19 who were covered by the PeachCare for Kids® Program. Respondents were surveyed in English or Spanish.

The survey was administered over a 10-week period using a standardized mixed-mode (mail and telephone) protocol, based on CAHPS guidelines. The four-wave mail protocol consisted of an initial survey mailing and reminder postcard to all respondents, followed by a second survey mailing and second reminder postcard to non-respondents, and finally a phone follow-up to non-respondents for whom we had a valid telephone number.

Survey Milestones

1	1st mailing of survey packets:	March 17, 2014
2	1st mailing of reminder postcards:	March 24, 2014
3	2nd mailing of survey packets:	April 14, 2014
4	2nd mailing of reminder postcards:	April 21, 2014
5	Phone field:	May 12, 2014
6	Mail and phone field terminated:	May 27, 2014

Sampling Frame

A random sample of 1650 cases was drawn of parent/caretaker members from the PeachCare for Kids® Program. To be eligible, children had to be under the age of 19, and had to be continuously enrolled for at least 6 months as of December 31, 2013, with no more than one enrollment gap of 45 days or less. Survey materials were addressed to the parent or guardian of the child member.

Selection of Cases for Analysis and Response Rate

CAHPS protocol was used to define complete surveys. Surveys were considered complete if respondents did not say 'No' to Q1, and if they provided a valid response to at least one question. Complete interviews were obtained from 650 parent/caretakers that had children under the age of 19 enrolled in the PeachCare for Kids® Program. The response rate, defined as the number of completed surveys divided by the number of eligible enrollees, was 40.1%.

Questionnaire

The survey instrument selected for the project was the CAHPS 5.0H Child Survey. The core questions in the survey were developed and tested nationally as an adaptation of the CAHPS 5.0 Child Survey for use in assessing the performance of health plans and Medicaid programs.

Definition of Achievement Scores

Member responses to survey questions are summarized as achievement scores. Responses that indicate a positive experience are labeled as achievements, and an achievement score is computed equal to the proportion of responses qualifying as achievements. In general, somewhat positive responses are included with positive responses as achievements. For example, a member response of "Usually" or "Always" to the question "How often did you get care as soon as you thought you needed?" is considered an achievement, and responses of "8", "9", or "10" to ratings questions are also considered achievements. Because achievement scores for survey questions are computed as the proportion of members who indicate a positive experience, the lower the achievement score, the greater the need for the Medicaid program to improve. See the *Responses by Question* section for assignment of achievement responses for each question. For some survey items, relatively small numbers of responses were collected due to skip patterns inherent in the instrument. Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Definition of Achievement Scores: Alternate Method

For questions with response options "Never," "Sometimes," "Usually," and "Always", alternate achievement scores are also calculated using only the response option "Always" (instead of both "Usually and "Always") as an achievement. For questions with the response options 0-10, alternate achievement scores are calculated using only response options 9+10 as achievements. Alternate scores are displayed in the *Graphs* section of the report.

Composites

Five composite scores summarize responses in key areas: Getting Needed Care, Getting Care Quickly, How Well Doctors Communicate, Shared Decision Making and Customer Service. Following is a list of the questions that comprise each composite:

Getting Needed Care

- Q14. Usually or always easy to get the care, tests or treatment child needed
- Q28. Usually or always got appointments with specialists as soon as child needed

Getting Care Quickly

- Q4. Usually or always got urgent care as soon as child needed
- Q6. Usually or always got appt. for routine care as soon as child needed

How Well Doctors Communicate

- Q17. Personal doctor usually or always explained things in a way that was easy to understand
- Q18. Personal doctor usually or always listened carefully to you
- Q19. Personal doctor usually or always showed respect for what you had to say
- Q22. Personal doctor usually or always spent enough time with child

Customer Service

- Q32. Customer service usually or always gave help you needed
- Q33. Customer service usually or always treated you with courtesy and respect

Shared Decision Making

- Q10. Doctor talked a lot about reasons you might want child to take a medicine
- Q11. Doctor talked a lot about reasons you might not want child to take a medicine
- Q12. When talking about starting or stopping a prescription, doctor asked what you thought was best for child

Comparisons: Current Year and Trending

PeachCare for Kids® Program 2014 results are compared to the PeachCare for Kids® Program 2013 CAHPS results. Trend data with significance testing is presented in the *Executive Summary* and *Graphs* sections. For some survey items, relatively small numbers of responses were collected due to skip patterns inherent in the instrument. Conclusions based on analysis of fewer than 30 observations should be viewed with caution.

Statistical Testing

Statistically significant differences between scores were determined using binomial and t-tests. If the test was valid, a significance level of .05 or less was considered statistically significant and "↑" or "↓" was placed at the end/top of the appropriate bar. Tests were considered valid when the number of cases used to compute each score was 30 or greater, and there was non-zero variation in the tested groups.

Correlation

Correlation is the degree to which two or more variables can change together. When the relationship is linear, which is the assumption in the CAHPS survey, the degree of association can be measured by a

number called Pearson's correlation coefficient. This number can vary between -1 and +1. The closer the correlation coefficient is to -1 or +1, the stronger the associations. A positive coefficient means that as one variable increases, the other decreases. If there is no relationship between two variables, the correlation coefficient is zero.

Correlation to Satisfaction

To understand the relationship between performance in particular areas of enrollee experience and overall satisfaction with the Medicaid program, correlations are computed between responses to specific performance-related items and Q36, which is the rating question in the survey instrument measuring overall satisfaction with the Medicaid program. In the context of this report, coefficients greater than or equal to .4 are considered more highly correlated with satisfaction (medium to high); coefficients less than .4 represent lower correlations with satisfaction (medium to low).

Sample Disposition

	PeachCare for Kids® Program
First mailing - sent	1650
*First mailing - usable survey returned	270
Second mailing - sent	1454
*Second mailing - usable survey returned	181
*Phone - usable surveys	199
Total - usable surveys	650
†Ineligible: According to population criteria‡	26
†Ineligible: Language barrier	2
†Ineligible: Deceased	0
Bad address and/or bad phone number	48
Refusal	34
Nonresponse - Unavailable by mail or phone	890
Response Rate	40.07%

*Included in response rate numerator

†Excluded from response rate denominator

‡Population criteria: The designated respondent must meet the age requirements of the survey methodology.

Note: *Response Rate = Total Usable Surveys / Total Eligible Cases*



Your privacy is protected. All information that would let someone identify you or your family will be kept private. DataStat will not share your personal information with anyone without your OK.

You may choose to answer this survey or not. If you choose not to, this will not affect the benefits you get. You may notice a number on the cover of this survey. This number is **ONLY** used to let us know if you returned the survey so we don't have to send you reminders.

If you want to know more about this study, please call 1-877-455-7161.

SURVEY INSTRUCTIONS

- Please be sure to fill the response circle completely. Use only black or blue ink or dark pencil to complete the survey.

Correct
Mark



Incorrect
Marks



- You are sometimes told to skip over some questions in the survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this:

- ☒ Yes ➔ *Go to Question 1*
☐ No



START HERE



Please answer the questions for the child listed on the envelope. Please do not answer for any other children.

1. Our records show that your child is now in the [Georgia Medicaid/ PeachCare for Kids] Program. Is that right?

- ☐ Yes ➔ *Go to Question 3*
☐ No

2. What is the name of your child's health plan? (Please print)

YOUR CHILD'S HEALTH CARE IN THE LAST 6 MONTHS

These questions ask about your child's health care. Do not include care your child got when he or she stayed overnight in a hospital. Do not include the times your child went for dental care visits.

3. In the last 6 months, did your child have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?
 - ☐ Yes
 - ☐ No ➔ **Go to Question 5**
4. In the last 6 months, when your child needed care right away, how often did your child get care as soon as he or she needed?
 - ☐ Never
 - ☐ Sometimes
 - ☐ Usually
 - ☐ Always
5. In the last 6 months, did you make any appointments for a check-up or routine care for your child at a doctor's office or clinic?
 - ☐ Yes
 - ☐ No ➔ **Go to Question 7**
6. In the last 6 months, when you made an appointment for a check-up or routine care for your child at a doctor's office or clinic, how often did you get an appointment as soon as your child needed?
 - ☐ Never
 - ☐ Sometimes
 - ☐ Usually
 - ☐ Always
7. In the last 6 months, not counting the times your child went to an emergency room, how many times did he or she go to a doctor's office or clinic to get health care?
 - ☐ None ➔ **Go to Question 15**
 - ☐ 1 time
 - ☐ 2
 - ☐ 3
 - ☐ 4
 - ☐ 5 to 9
 - ☐ 10 or more times

8. In the last 6 months, did you and your child's doctor or other health provider talk about specific things you could do to prevent illness in your child?
 - ☐ Yes
 - ☐ No
9. In the last 6 months, did you and your child's doctor or other health provider talk about starting or stopping a prescription medicine for your child?
 - ☐ Yes
 - ☐ No ➔ **Go to Question 13**
10. When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want your child to take a medicine?
 - ☐ Not at all
 - ☐ A little
 - ☐ Some
 - ☐ A lot
11. When you talked about your child starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might not want your child to take a medicine?
 - ☐ Not at all
 - ☐ A little
 - ☐ Some
 - ☐ A lot
12. When you talked about your child starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for your child?
 - ☐ Yes
 - ☐ No
13. Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your child's health care in the last 6 months?

☐ 0
Worst Health
Care Possible

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

☐ 6

☐ 7

☐ 8

☐ 9

☐ 10
Best Health
Care Possible

14. In the last 6 months, how often was it easy to get the care, tests, or treatment your child needed?

☐ Never
☐ Sometimes
☐ Usually
☐ Always

YOUR CHILD'S PERSONAL DOCTOR

15. A personal doctor is the one your child would see if he or she needs a checkup, has a health problem or gets sick or hurt. Does your child have a personal doctor?

☐ Yes
☐ No → *Go to Question 27*

16. In the last 6 months, how many times did your child visit his or her personal doctor for care?

☐ None → *Go to Question 26*
☐ 1 time
☐ 2
☐ 3
☐ 4
☐ 5 to 9
☐ 10 or more times

17. In the last 6 months, how often did your child's personal doctor explain things about your child's health in a way that was easy to understand?

☐ Never
☐ Sometimes
☐ Usually
☐ Always

18. In the last 6 months, how often did your child's personal doctor listen carefully to you?

☐ Never
☐ Sometimes
☐ Usually
☐ Always

19. In the last 6 months, how often did your child's personal doctor show respect for what you had to say?

☐ Never
☐ Sometimes
☐ Usually
☐ Always

20. Is your child able to talk with doctors about his or her health care?

☐ Yes
☐ No → *Go to Question 22*

21. In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?

☐ Never
☐ Sometimes
☐ Usually
☐ Always

22. In the last 6 months, how often did your child's personal doctor spend enough time with your child?

☐ Never
☐ Sometimes
☐ Usually
☐ Always

23. In the last 6 months, did your child's personal doctor talk with you about how your child is feeling, growing, or behaving?

☐ Yes
☐ No

24. In the last 6 months, did your child get care from a doctor or other health provider besides his or her personal doctor?

☐ Yes
☐ No → *Go to Question 26*

25. In the last 6 months, how often did your child's personal doctor seem informed and up-to-date about the care your child got from these doctors or other health providers?

☐ Never
☐ Sometimes
☐ Usually
☐ Always

26. Using any number from 0 to 10, where 0 is the worst personal doctor possible and 10 is the best personal doctor possible, what number would you use to rate your child's personal doctor?

☐ 0 ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10
Worst Personal Doctor Possible Best Personal Doctor Possible

GETTING HEALTH CARE FROM SPECIALISTS

When you answer the next questions, do not include dental visits or care your child got when he or she stayed overnight in a hospital.

27. Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.

In the last 6 months, did you make any appointments for your child to see a specialist?

- ☐ Yes
☐ No → **Go to Question 31**

28. In the last 6 months, how often did you get an appointment for your child to see a specialist as soon as you needed?

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

29. How many specialists has your child seen in the last 6 months?

- ☐ None → **Go to Question 31**
☐ 1 specialist
☐ 2
☐ 3
☐ 4
☐ 5 or more specialists

30. We want to know your rating of the specialist your child saw most often in the last 6 months. Using any number from 0 to 10, where 0 is the worst specialist possible and 10 is the best specialist possible, what number would you use to rate that specialist?

☐ 0 ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10
Worst Specialist Possible Best Specialist Possible

YOUR CHILD'S HEALTH PLAN

The next questions ask about your experience with your child's health plan.

31. In the last 6 months, did you get information or help from customer service at your child's health plan?

- ☐ Yes
☐ No → **Go to Question 34**

32. In the last 6 months, how often did customer service at your child's health plan give you the information or help you needed?

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

33. In the last 6 months, how often did customer service staff at your child's health plan treat you with courtesy and respect?

- ☐ Never
☐ Sometimes
☐ Usually
☐ Always

34. In the last 6 months, did your child's health plan give you any forms to fill out?

- ☐ Yes
☐ No → **Go to Question 36**

- 35. In the last 6 months, how often were the forms from your child's health plan easy to fill out?**

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

36. Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your child's health plan?

- ○ ○ ○ ○ ○ ○ ○ ○ ○ ○
0 1 2 3 4 5 6 7 8 9 10
Worst Health Plan Possible Best Health Plan Possible

ABOUT YOUR CHILD AND YOU

- 37. In general, how would you rate your child's overall health?**

- ☐ Excellent
☐ Very good
☐ Good
☐ Fair
☐ Poor

- 38. In general, how would you rate your child's overall mental or emotional health?**

- ☐ Excellent
☐ Very good
☐ Good
☐ Fair
☐ Poor

- 38a. Has your child had either a flu shot or flu spray in the nose since July 1, 2013?**

- ☐ Yes
☐ No
☐ Don't know

- 39. What is your child's age?**

- ☐ Less than 1 year old

YEARS OLD (write in)

- 40. Is your child male or female?**

- ☐ Male
- ☐ Female

- 41. Is your child of Hispanic or Latino origin or descent?**

- ☐ Yes, Hispanic or Latino
- ☐ No, Not Hispanic or Latino

- 42. What is your child's race? Mark one or more.**

- ☐ White
- ☐ Black or African-American
- ☐ Asian
- ☐ Native Hawaiian or other Pacific Islander
- ☐ American Indian or Alaska Native
- ☐ Other

- 43. What is your age?**

- ☐ Under 18
- ☐ 18 to 24
- ☐ 25 to 34
- ☐ 35 to 44
- ☐ 45 to 54
- ☐ 55 to 64
- ☐ 65 to 74
- ☐ 75 or older

- 44. Are you male or female?**

- ☐ Male
- ☐ Female

- 45. What is the highest grade or level of school that you have completed?**

- ☐ 8th grade or less
- ☐ Some high school, but did not graduate
- ☐ High school graduate or GED
- ☐ Some college or 2-year degree
- ☐ 4-year college graduate
- ☐ More than 4-year college degree

46. How are you related to the child?

- ☐ Mother or father
- ☐ Grandparent
- ☐ Aunt or uncle
- ☐ Older brother or sister
- ☐ Other relative
- ☐ Legal guardian
- ☐ Someone else

47. Did someone help you complete this survey?

- ☐ Yes → **Go to Question 48**
- ☐ No → **Thank you. Please return the completed survey in the postage-paid envelope.**

48. How did that person help you? Mark one or more.

- ☐ Read the questions to me
- ☐ Wrote down the answers I gave
- ☐ Answered the questions for me
- ☐ Translated the questions into my language
- ☐ Helped in some other way

THANK YOU

Thanks again for taking the time to complete this survey! Your answers are greatly appreciated.

When you are done, please use the enclosed prepaid envelope to mail the survey to:

**DataStat, 3975 Research Park Drive, Ann Arbor, MI
48108**



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